

CRITICAL PROCESSES FOR YOUR COMPUTER SYSTEM



525 Technology Park
Suite 109

Lake Mary, FL 32746

www.autopower.com

Ph. 407-695-7300

Fax: 407-695-8001

Copyright Notice

AutoPower Corporation makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. AutoPower Corporation shall not be liable for errors constrained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

The software described in this document is furnished under a license agreement or on disclosure agreement. The software may be used or copied only in accordance with the terms of the agreement.

This document contains proprietary information, which is protected by copyright laws. All rights are reserved. No part of this document may be copied, reproduced, transmitted, or translated into another language in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of AutoPower Corporation. The information contained in this document is subject to change without prior notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted. Other product names mentioned herein may be trademarks or registered trademarks of the respective companies.

MS is a trademark of Microsoft

SB+ is a trademark of System Builder (IBM owned)

CA is a trademark of Computer Associates (BrightStor ARCserve Backup)

IBM

APC SmartUPS

Copyright 2007. AutoPower Corporation. All rights reserved.
Printed in the United States of America.

TABLE OF CONTENTS

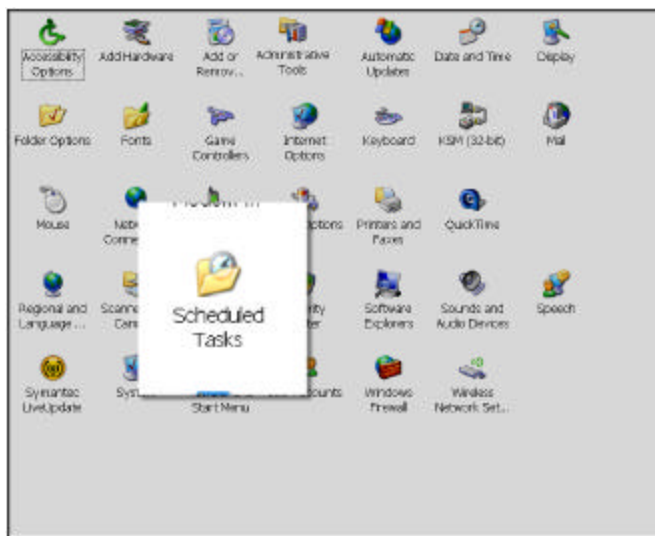
EOD CLOSING (Automated Process).....	4
EOD CLOSING (Not Automated)	6
MONTH END CLOSING MENU (This is a Manual Process.).....	10
Backup Scheduling Rotation <i>The most important part of any backup plan is that they are actually being performed.</i>	16
A successful system backup is more than just changing out the tape.....	18
How to Verify ARCserve Backups?	19
Restoring	23
Using the Search Companion.....	24
Restoring the Selected Files.....	27
Windows Updates.....	29
AntiVirus Software (eTrust InoculateIT).....	31
Using the Event Viewer: System, Application.....	33
Event Types.....	35
Windows Task Manager.....	37
Network map.....	39
Maintenance Agreements (Very Important)	40
Spooler Backup	41
Archiving Reports to a CD	41
How To Add a New User On The Win2003 Operating System.....	62
How To Add A New User On The 'AutoPower' System.	73
How to Setup the Operator/Salesman Number.	73
How to Setup a Login User	75
Proper Computer Room Environment	77
Lights on the front of the Server	79
How to Logoff a User in Universe	83
Smart UPS – 1500VA	85

EOD CLOSING (AUTOMATED PROCESS)

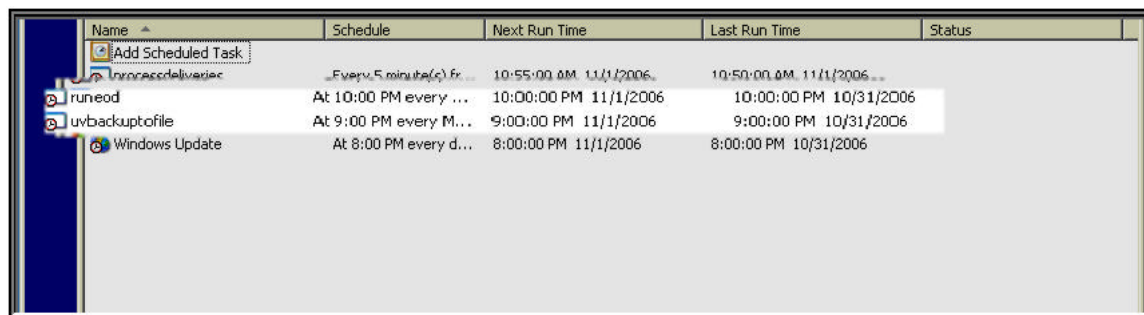
The End User who is running the End of Day Procedure needs to have administrator rights from the Windows System.

The End of Day is a scheduled process in your Task Scheduler in Windows. It is set to perform the UV Backup to File (File-Save) and then your End of Day will run.
The Task Scheduler can be located by clicking on Start → Settings → Control Panel → Scheduled Task.

Click on Scheduled Tasks.



The Task Scheduler screen below will display.



The Task Scheduler will show the EOD and the UV Backup Jobs that are scheduled to be run daily. You will see when the next scheduled time that is set for the EOD and Backup and the last run time. You could also have other programs that are schedule to run besides the EOD and the Backup programs. The UV Backup to file will always be scheduled to run before the EOD.

Morning Task:

One assigned employee should check the EOD printer for the End of Day reports.

Verify that the Overnite Execution log printed and verify that you did indeed get a complete UV Backup (file-save).

If you do not get all of your reports or the Overnight Execution log does not print, please call AutoPower Support, immediately. Also, check the screen where the End of Day was initiated for any error messages that may be displayed on the screen.

No other action is needed after you have confirmed that the EOD & UV Backup was successful.

Brightstor ARCserve Backup is the tape backup performed daily. This process is discussed under the Windows Server Task in this manual. Suffice to say this process is critical to your disaster recovery plan and an integral part of your operation.

EOD CLOSING (NOT AUTOMATED)

On the systems where the End of Day is not setup in the TASK Scheduler, the End of Day will need to run from the menu every day at the end of the day's business.

The employee who will be running the End of Day's will need to have Administrative rights on the system.

From the Main Menu, select option #7 End-of-Day Procedure and press .

11/08/2006 (T1932)(P99) QUALITY ASSURANCE (MMALLORY)(DEFAULT) 03:24PM

MAIN MENU

- 1....Inventory MENU
- 2....Order Entry MENU
- 3....Work Order Management MENU
- 4....Sales Analysis MENU
- 5....Accounts Receivable MENU
- 6....Utility Programs MENU
- 7....End-Of-Day Procedure

Enter Selection: _

TC=Clock	S=Spooler	H=Help!	R=ACCESS	C=Catalog	N=NoteCards	A=AutoMail	V=VST-FAX
----------	-----------	---------	----------	-----------	-------------	------------	-----------

The Automatic Daily Update screen will display as shown below.

AUTOMATIC DAILY UPDATE AUTO-UPDATE

15:32:47 08 NOV 2006

This procedure will perform one of the following:

- 1. DAILY FILE BACKUP AND END-OF-DAY UPDATE
- 2. FILE BACKUP ONLY
- 3. E.O.D. UPDATE ONLY

Enter Selection: _

Type in option #1 **Daily File Backup and End of Day** Update and press Enter.

The Sleep Timer screen will display as shown below.

SLEEP TIMER

Current Time: 15:51:49
Sleep Until.: -
Countdown...:

01:00 = 1 am	07:00 = 7 am	13:00 = 1 pm	19:00 = 7 pm
02:00 = 2 am	08:00 = 8 am	14:00 = 2 pm	20:00 = 8 pm
03:00 = 3 am	09:00 = 9 am	15:00 = 3 pm	21:00 = 9 pm
04:00 = 4 am	10:00 = 10 am	16:00 = 4 pm	22:00 = 10 pm
05:00 = 5 am	11:00 = 11 am	17:00 = 5 pm	23:00 = 11 pm
06:00 = 6 am	12:00 = 12 am	18:00 = 6 pm	24:00 = 12 pm

Enter the time to sleep until

The current time of day will be displayed. You must type in the time that you wish the End of Day to start. Type the time in Military format as shown on the screen. The next prompt will be Accept? (Y, N, E): **Y** – Yes, **N** – No, **E** – Exit. You can change the time that you entered by typing in “N” and pressing enter or type in “Y” for yes to continue with the End of Day Process or type in E and press Enter to Exit completely out of this screen.

SLEEP TIMER

Current Time: 15:58:39
Sleep Until.: 20:00:00
Countdown...:

01:00 = 1 am	07:00 = 7 am	13:00 = 1 pm	19:00 = 7 pm
02:00 = 2 am	08:00 = 8 am	14:00 = 2 pm	20:00 = 8 pm
03:00 = 3 am	09:00 = 9 am	15:00 = 3 pm	21:00 = 9 pm
04:00 = 4 am	10:00 = 10 am	16:00 = 4 pm	22:00 = 10 pm
05:00 = 5 am	11:00 = 11 am	17:00 = 5 pm	23:00 = 11 pm
06:00 = 6 am	12:00 = 12 am	18:00 = 6 pm	24:00 = 12 pm

Accept? (Y,N,E): Y

If you select “Y” for Yes to continue with the End of Day process you will see the countdown begin.

SLEEP TIMER

Current Time: 16:04:47
Sleep Until.: 20:00:00
Countdown...: 03:55:12

01:00 = 1 am	07:00 = 7 am	13:00 = 1 pm	19:00 = 7 pm
02:00 = 2 am	08:00 = 8 am	14:00 = 2 pm	20:00 = 8 pm
03:00 = 3 am	09:00 = 9 am	15:00 = 3 pm	21:00 = 9 pm
04:00 = 4 am	10:00 = 10 am	16:00 = 4 pm	22:00 = 10 pm
05:00 = 5 am	11:00 = 11 am	17:00 = 5 pm	23:00 = 11 pm
06:00 = 6 am	12:00 = 12 am	18:00 = 6 pm	24:00 = 12 pm

Accept? (Y,N,F): Y

The End of Day will then start at the time that you typed in this screen.

Morning Task:

One assigned employee should check the EOD printer for the End of Day reports.

Verify that the Overnite Execution log printed and verify that you indeed did get a complete ARCserve Backup (file-save).

If you do not get all of your reports or the Overnight Execution log does not print please call AutoPower Support, immediately. Also, check the screen where the End of Day was initiated for any error messages that maybe displayed on the screen.

To verify the fail save completed, go to TCL, and type DOS, enter. Type in CD D:\ enter to change the directory. Then type CD IBM to get to the IBM Directory. Next type DIR which will display the directory. You should see the following screen.

Directory of D:\IBM

04/27/2006	10:10p	<DIR>	.
04/27/2006	10:10p	<DIR>	..
11/15/2006	05:45a		15,110,168,576 backup.bkup
11/14/2006	06:46a		60,298,807 backuplog.last
11/15/2006	05:45a		60,315,787 backuplog.txt
11/14/2006	11:10p		48,734,033 filelist
02/05/2003	04:17p	<DIR>	unishared
02/17/2006	10:38a	<DIR>	UV
10/04/2004	08:26a	<DIR>	UV Admin
02/05/2003	04:19p	<DIR>	UVODBC

Evening Task:

Set the Sleep Timer for the End of Day as shown above.

Overnight Execution Log Example

LOG.....	DATE	TASK: PROGRAM/PROCEDURE	START-TIME
1	11/01/06	EOD DAILY COUNTER ROA REPORT AND POST	04:11:02pm
2	11/01/06	SALES JOURNALS	04:11:02pm
3	11/01/06	DAILY CASH RECONCILIATION REPORT	04:11:02pm
4	11/01/06	CREATE DAILY GL TRANSACTIONS	04:11:02pm
5	11/01/06	ORDER LINE ITEM DETAIL REPORT	04:11:05pm
6	11/01/06	WO STATUS REPORT	04:11:06pm
7	11/01/06	POST R-O-A TO A/R	04:11:06pm
8	11/01/06	POST CHARGES TO A/R	04:11:06pm
9	11/01/06	POST CASH TO A/R	04:11:06pm
10	11/01/06	POST C. CARDS TO A/R	04:11:06pm
11	11/01/06	POST STOCK GUIDES TO A/R	04:11:06pm
12	11/01/06	POST "OTHER" TO A/R	04:11:06pm
13	11/01/06	POST CASH RECPTS TO A/R	04:11:06pm
14	11/01/06	M-T-D SALES JOURNAL SUMMARY REPORT	04:11:06pm
15	11/01/06	A/R INTEGRITY CHECK	04:11:06pm
16	11/01/06	AGE THE A/R INVOICES	04:11:08pm
17	11/01/06	A/R SUMMARY REPORT	04:11:10pm
18	11/01/06	DAILY COUNTERMAN SUMMARY	04:11:10pm
19	11/01/06	BUILD MTD SALES DISPLAY	04:11:10pm

LOG.....	DATE	TASK: PROGRAM/PROCEDURE	START-TIME
20	11/01/06	RETURNED PRODUCT REPORT	04:11:10pm
21	11/01/06	DAILY FILL RATE REPORT	04:11:11pm
22	11/01/06	BUY OUT REPORT	04:11:11pm
23	11/01/06	ORDER ANALYZERS	04:11:11pm
24	11/01/06	POST SALES TO SA-CV FILE	04:11:11pm
25	11/01/06	POST SALES TO SALES HISTORY FILE	04:11:11pm
26	11/01/06	PROJECTED SALES REPORT	04:11:12pm
27	11/01/06	COLL MGR REPORT	04:11:12pm
28	11/01/06	PRICE CHANGES	04:11:12pm
29	11/01/06	INTER-BRANCH TRANSFER & ADJ REPORT	04:11:12pm
30	11/01/06	I & E R.O. PART USAGE	04:11:13pm
31	11/01/06	PRODUCT RECEIVING REPORT OF NON-AUTOPWERO PO*	04:11:13pm
32	11/01/06	F/M AUDIT REPORT	04:11:16pm
33	11/01/06	CREDIT LIMIT REPORT	04:11:16pm
34	11/01/06	REPORT OF OPEN ORDERS	04:11:16pm
35	11/01/06	SPR EXPIRATION REPORT	04:11:16pm
36	11/01/06	SALESMAN REPORTS	04:11:17pm
37	11/01/06	CREATE VENDOR SAVE-LISTS	04:11:17pm
38	11/01/06	CREATE LARGE SAVE-LISTS	04:11:19pm

LOG.....	DATE	TASK: PROGRAM/PROCEDURE	START-TIME
39	11/01/06	BUILD KIT SAVE-LIST	04:11:19pm
40	11/01/06	CREATE SUPPLIER SAVE LISTS	04:11:19pm
41	11/01/06	CREATE LINE CODE SAVE-LISTS	04:11:30pm
42	11/01/06	EOD3: CUST-MAST INTEGRITY CHECK	04:11:33pm
43	11/01/06	EOD3: INV-MAST INTEGRITY CHECK	04:11:33pm
44	11/01/06	EOD3: O-H INTEGRITY CHECK & OE-XREF RE-BUILD	04:11:33pm
45	11/01/06	EOD3: REBUILD CBO	04:11:33pm
46	11/01/06	EOD4: PO INTEGRITY CHECK AND WHS QOH RE-BUILD	04:11:34pm
47	11/01/06	EOD4: UPDATE EXPECTED DELIVERY DATES	04:11:42pm
48	11/01/06	EOD4: REBUILD PO SAVE-LISTS	04:11:45pm
49	11/01/06	EOD5: DAILY PO ANALYZER REPORT	04:12:47pm
50	11/01/06	EOD6: PRINT NEGATIVE INVENTORY REPORT	04:12:50pm
51	11/01/06	EOD6: RE-BUILD NEXT/PREVIOUS PART NUMBER LINK	04:12:50pm
52	11/01/06	EOD6: REBUILD CM-DROPSHIPX FILE	04:12:52pm
53	11/01/06	EOD6: BUILD KIT CROSS REFERENCE FILE	04:12:53pm
54	11/01/06	EOD6: REBUILD PART DESCRIPTION XREF	04:12:53pm
55	11/01/06	EOD6: RE-BUILD NAME SEARCH INDEX	04:13:07pm
56	11/01/06	EOD6: RE-BUILD VENDOR NAME SEARCH INDEX	04:13:07pm
57	11/01/06	EOD6: REBUILD PO-INVKREF FILE	04:13:08pm

LOG.....	DATE	TASK: PROGRAM/PROCEDURE	START-TIME
58	11/01/06	EOD6: BUILD CH-XREF FILE	04:13:10pm
59	11/01/06	EOD6: REBUILD PNO-XREF FILE	04:13:11pm
60	11/01/06	EOD6: REBUILD IN-IPAXREF	04:13:29pm
61	11/01/06	EOD6: REBUILD M-W-Y XREF FILE	04:13:30pm
62	11/01/06	EOD6: REBUILD SERIALIZED STOCK'S QOH	04:13:31pm
63	11/01/06	EOD6: REBUILD IN-PROCKREF FILE	04:13:31pm
64	11/01/06	EOD6: CHECK FOR AVERAGE COST	04:13:31pm
65	11/01/06	UPDATE KIT COSTS	04:13:31pm
66	11/01/06	EOD6: REBUILD AR-SCSTATS FILE	04:13:31pm
67	11/01/06	EOD6: CHECK AND ADJUST FILE SIZES	04:13:32pm
68	11/01/06	BUILD ARBY SAVE LIST CREATOR PROC	04:13:45pm
69	11/01/06	EOD6: CALCULATE VALUE OF ALL LINES/ALL BRANCH	04:13:45pm
70	11/01/06	NEW ACCOUNTS REPORT	04:13:50pm
71	11/01/06	IN-CRTELISTS	04:13:50pm

MONTH END CLOSING MENU (THIS IS A MANUAL PROCESS.)

You must initiate the EOM process from the menu.

The End User who is running the End of Month Procedure needs to have administrator rights from the Windows System.

The end of month process generates A/R statements, A/R reports, generates counterman reports, inventory reports, updates inventory, updates A/R, and prints sales analysis reports. Some of these reports and A/R statements may be held in your spooler to print at a later time. This is not a system wide setup.

The EOM MUST be run before the first EOD of the new month. If you have an automated EOD running on your system, you can run the EOM anytime on the first day of the new month, regardless of the entry or processing of data for the new month. The EOM does not run an EOD any longer, so there is no harm in running an EOM during business hours. The only issue with running an EOM during business hours is that the Inventory Value Report will have been affected by any transactions that have been processed prior to the EOM. This is generally not a problem for a business except perhaps on the last day of your fiscal year. If this is a problem then you will need to make sure the EOM runs before any inventory movement is recorded.

Just remember that the End of Month must be run before the first EOD for the new month. If you do run an End of Day in the new month first then this will cause that day's business to be posted to the previous month.

Example:

You forgot to run your End of Month on January 31st.

Then on February 1st you continue doing business and you run an End of Day for the February 1st as normal. On February 2nd you run your End of Month process, it will include the February 1st day's business. This End of month will include January 1st – February 1st.

Very important.....

If the last day of the month falls on Friday.

End of Month = Friday 31st and you are working on Saturday for business and you run your End of Day on Saturday also, then you must run the EOM on this Saturday.

If the End of Month = Friday 31st and you do not run your EOD on Saturday, you can run your End of Month on Monday even though you were open for business on Saturday.

So, if you run your End of Day 6 days a week then you might want to watch this carefully because you will more than likely be running the End of Month on a Friday.

End of Month Closing Not Automated

In all cases, you should always make sure that you get all of your End of Day reports and an Execution log from the End of Day on the last day of the month. If any reports are missing or the Execution log did not print, you should not close the month and immediately contact AutoPower Support. If the End of Month runs and the prior End of Day did not complete, this will cause some major issues.

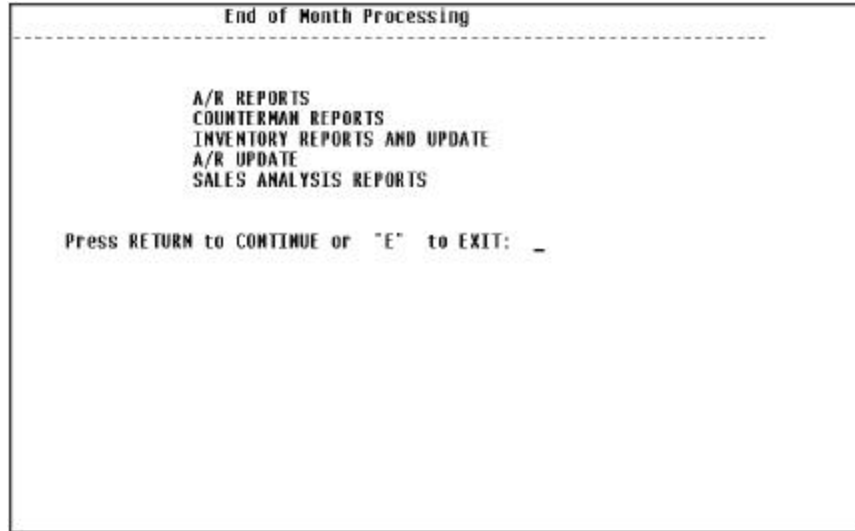
From the Accounts Receivable Menu select the Month End Closing Menu.

10/30/2006 (T2220) (P99)	QUALITY ASSURANCE	(NMALLORY) (DEFAULT) 09:19AM
ACCOUNTS RECEIVABLE		
1....Customer A/R Inquiry		
2....Customer Info Summary		
3....Customer Contacts Inquiry		
4....Customer Sales Display		
5....Cash Receipts MENU		
6....Collection Manager MENU		
7....Reports MENU		
8....File Maintenance MENU		
9....Prospect Mailing List MENU		
10....Month End Closing MENU		
Enter Selection:		
TC=Clock	S=Spooler	H=Help!
R=ACCESS	C=Catalog	N=NoteCards
A=AutoMail	V=VST-FAX	

From the Month End Closing Menu select the End of Month Processing Menu.

10/30/2006 (T2220) (P99)	QUALITY ASSURANCE	(NMALLORY) (DEFAULT) 09:21AM
MONTH END CLOSING MENU		
1....End of Month Processing		
2....E-O-M A/R Statements		
3....E-O-M Statement Message F/M		
4....(A/R Cross Reference Integrity Check/Resolution)		
Enter Selection: _		
TC=Clock	S=Spooler	H=Help!
R=ACCESS	C=Catalog	N=NoteCards
A=AutoMail	V=VST-FAX	

The E-O-M process is a required option. The completion of this process makes it possible to interface the Accounts Receivable and Sales with the General Ledger.



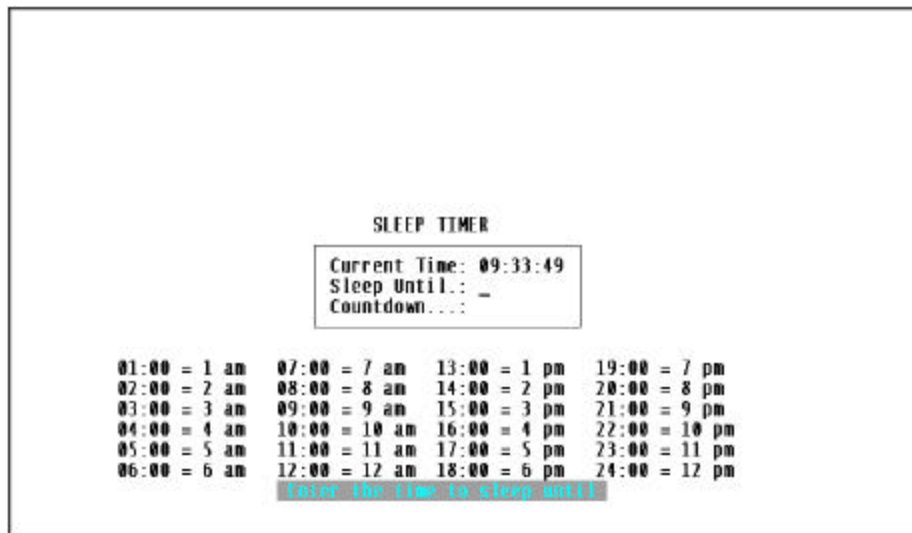
Only from the screen should this process be stopped, and then only by the use of the “E” as noted in the screen above. This process should never be interrupted or stopped using any other manner.

If you would like to exit this window prior to running your E-O-M, type in the letter “E” to exit. You must use a UPPER CASE “E” in order to exit out.

If you should start the EOD instead of the EOM, you can let the EOD complete and then run your E-O-M process.

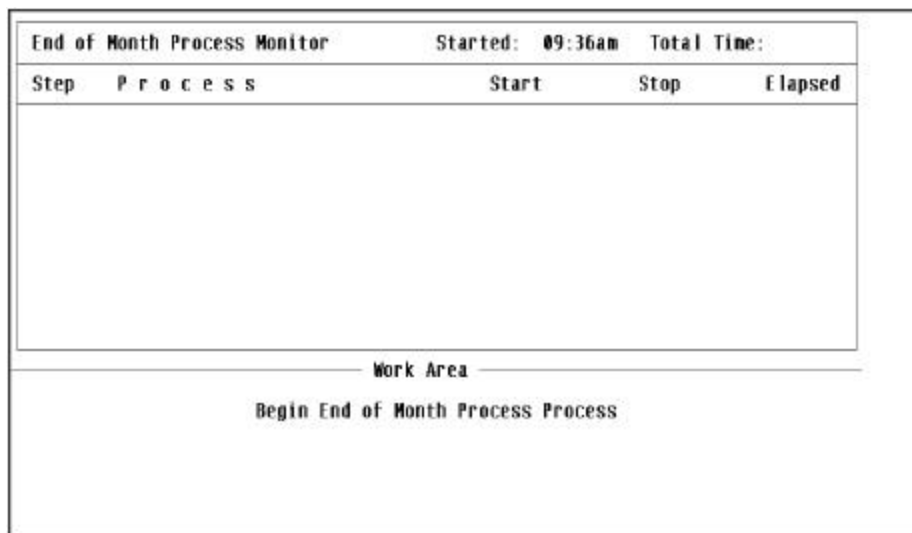
If you should have questions on the E-O-M process please contact AutoPower Support Department.

After pressing Enter to continue you will see the Sleep Timer screen below. Type in sleep time using the military format of time and press enter.



This process will sleep until the time that you entered and then the EOM will start processing.

Below is the first screen that you will see after the EOM has been started.



You will then see each End of Month process, as it starts and stops on this screen. You will also see how long it takes for each process to successfully complete.

End of Month Closing Not Automated

Monitor		Started: 09:36am		Total Time: 0.1m
Step	Process	Start	Stop	Elapsed
1.	AGE THE A/R ACCOUNTS	09:36am	09:36am	0.0m
2.	COMPUTE SERVICE CHARGES	09:36am	09:36am	0.0m
3.	FINANCE CHARGE JOURNAL	09:36am	09:36am	0.0m
4.	CREATE DAILY GL TRANSACTIONS	09:36am	09:36am	0.0m
5.	POST SERVICE CHARGES TO A/R	09:36am	09:36am	0.0m
6.	AGE THE A/R ACCOUNTS	09:36am	09:36am	0.0m
7.	A/R MONTHLY CASH RECEIPTS JOUR	09:36am	09:36am	0.0m
8.	A/R MONTHLY ADJUSTMENTS JOURNA	09:36am	09:36am	0.0m
9.	SALES & A/R GENERAL LEDGER ACT	09:36am	09:36am	0.0m

Work Area

It is with the completion of this process that all the monthly information, sales, receipts, and adjustments are pulled together to update all A/R reports.

This process will also compile all the information necessary to update the General Ledger. The final step of pulling the information into the General ledger is completed within the General Ledger system and detailed in that document.

This process will produce a complete set of End of Month reports and send them to the spooler. They are sent to the spooler in order to print them at another time. These reports are to be used to balance your general ledger and should be maintained as an audit trail.

An example of an EOM Overnight Execution Log is shown on the next page. Yours will probably not look exactly like this but it will be similar.

Example of the EOM Overnight Execution Log

01 Nov 2006 C&A> EXECUTION LOG OF THE OVERNITE PROCEDURE					
TASK PORT	DATE	TASK PROGRAM/PROCEDURE	START-TIME	STOP-TIME	ELAPSED-TIME
NUMBER					(MINUTES)
1	312 11/01/06	AGE THE A/R ACCOUNTS	11:25:04am	11:25:09am	0.0
2	312 11/01/06	COMPUTE SERVICE CHARGES.	11:25:09am	11:25:09am	0.0
3	312 11/01/06	FINANCE CHARGE JOURNAL	11:25:09am	11:25:10am	0.0
4	312 11/01/06	CREATE DAILY GL TRANSACTIONS	11:25:10am	11:25:11am	0.0
5	312 11/01/06	POST SERVICE CHARGES TO A/R.	11:25:11am	11:25:11am	0.0
6	312 11/01/06	AGE THE A/R ACCOUNTS	11:25:11am	11:25:13am	0.0
7	312 11/01/06	A/R MONTHLY CASH RECEIPTS JOURNAL	11:25:13am	11:25:13am	0.0
8	312 11/01/06	A/R MONTHLY ADJUSTMENTS JOURNAL	11:25:13am	11:25:13am	0.0
9	312 11/01/06	SALES & A/R GENERAL LEDGER ACTIVITY SUMMARY	11:25:13am	11:25:13am	0.0
10	312 11/01/06	DAILY INVOICE REGISTER	11:25:13am	11:25:13am	0.0
11	312 11/01/06	ACCOUNTS RECEIVABLE AGED TRIAL BALANCE	11:25:13am	11:25:17am	0.0
12	312 11/01/06	MONTHLY COMMISSIONS REGISTER	11:25:17am	11:25:17am	0.0
13	312 11/01/06	ACCOUNTS RECEIVABLE ACTIVITY SUMMARY REPORT	11:25:17am	11:25:18am	0.0
14	312 11/01/06	MONTHLY BUY-OUT DETAIL REPORT	11:25:18am	11:25:18am	0.0
15	312 11/01/06	CUSTOMER SALES SUMMARY RPT	11:25:18am	11:25:18am	0.0
16	312 11/01/06	VENDOR INSURANCE EXPIRATION REPORT	11:25:18am	11:25:18am	0.0
17	312 11/01/06	DELIVERY TICKET REPORT	11:25:18am	11:25:19am	0.0
18	312 11/01/06	VENDOR SHIPPING PERFORMANCE REPORT.	11:25:19am	11:25:19am	0.0
19	312 11/01/06	VALUE REPORT BY POP CLASS	11:25:19am	11:25:20am	0.1
20	312 11/01/06	INVENTORY VALUE/ROLL REPORTS	11:25:20am	11:25:22am	0.1
21	312 11/01/06	VALUE REPORTS OF SERIALIZED UNITS	11:25:22am	11:25:22am	0.0
22	312 11/01/06	VENDOR GROSS PROFIT REPORTS	11:25:22am	11:25:22am	0.0
23	312 11/01/06	BRANCH ROI REPORT	11:25:22am	11:25:22am	0.0
24	312 11/01/06	VENDOR SALES REPORT FOR LOCATION	11:25:22am	11:25:22am	0.0
25	312 11/01/06	LOSTSALES REPORT	11:25:22am	11:25:23am	0.0
26	312 11/01/06	LOSTSALES FILE PURGE	11:25:23am	11:25:23am	0.0
27	312 11/01/06	HISTORY & COREBANK ROLL	11:25:23am	11:26:08am	0.4
28	312 11/01/06	ROLL SALES DATA IN SA-CV FILE	11:26:08am	11:26:13am	0.0
29	312 11/01/06	PURGE BUY-OUT FILE	11:26:13am	11:26:14am	0.0
30	312 11/01/06	INTER-BRANCH TRANSFER & ADJ REPORT - EOM FINA	11:26:14am	11:26:14am	0.0
31	312 11/01/06	NEW ACCOUNTS REPORT	11:26:14am	11:26:14am	0.0
32	312 11/01/06	BACKUP AR FILES	11:26:14am	11:26:16am	0.0
33	312 11/01/06	APPLY CREDITS TO INVOICES	11:26:16am	11:26:16am	0.0
34	312 11/01/06	PURGE PAID INVOICES	11:26:16am	11:26:17am	0.0
35	312 11/01/06	ROLL A/R BALANCES	11:26:17am	11:26:17am	0.0
36	312 11/01/06	EOM HOUSEKEEPING	11:26:17am	11:26:21am	0.0
37	312 11/01/06	A/R INTEGRITY CHECK.	11:26:21am	11:26:24am	0.0
38	312 11/01/06	AGE THE A/R INVOICES	11:26:24am	11:26:25am	0.0
39	312 11/01/06	BUILD MTD SALES DISPLAY	11:26:25am	11:26:25am	0.0
					0.6
29 records listed.					
3					
=					

BACKUP SCHEDULING ROTATION *The most important part of any backup plan is that they are actually being performed.*

The AutoPower software should be backed up daily using a 3rd party backup software. We currently endorse Computer Associates Brightstor ARCserve backup software. Before we discuss using backup software let's take a moment to discuss your tape rotation procedure that will be an integral part of your disaster recovery plan.

Using the tape rotation strategy provides several benefits:

It protects your data using a minimum number of tapes.

It reduces wear and tear on tapes and tape heads.

It provides a systematic approach to tape storage that ensures the highest possible protection for your data and gives you an easy way to locate stored files.

AutoPower suggest that you use a 10-day tape rotation.

2-Week Rotation For Daily Backups and 5 Month Rotation For Month End Backups. Please label your tapes with the information below. You have 3 –sets of tapes in the rotation. Week number 1, Monday-Friday, Week number 2, Monday-Friday and the last set of tapes are your Monthly backups. Label your tapes as follows.

WEEK 1

	SUN	MON	TUE	WED	THU	FRI	SAT
	----	----	----	----	----	----	----
LABEL	None	MON-1	TUES-1	WED-1	THU-1	FRI -1	None

WEEK 2

	SUN	MON	TUE	WED	THU	FRI	SAT
	----	----	----	----	----	----	----
LABEL	None	MON-2	TUES-2	WED-2	THU-2	FRI -2	None

MONTHLY

LABEL	JAN MONTH 1	FEB MONTH 2	MAR MONTH 3	APR MONTH 4	MAY MONTH 5
LABEL	JUN MONTH 1	JUL MONTH 2	AUG MONTH 3	SEP MONTH 5	OCT MONTH 6
LABEL	NOV MONTH 1	DEC MONTH 2			

Backup Scheduling Rotation

To ensure you are changing the tapes we recommend keeping a backup log similar to the one shown to record by date the results of the backup, tape used by date and tape loaded for the next scheduled backup.

[illegible]

A SUCCESSFUL SYSTEM BACKUP IS MORE THAN JUST CHANGING OUT THE TAPE.

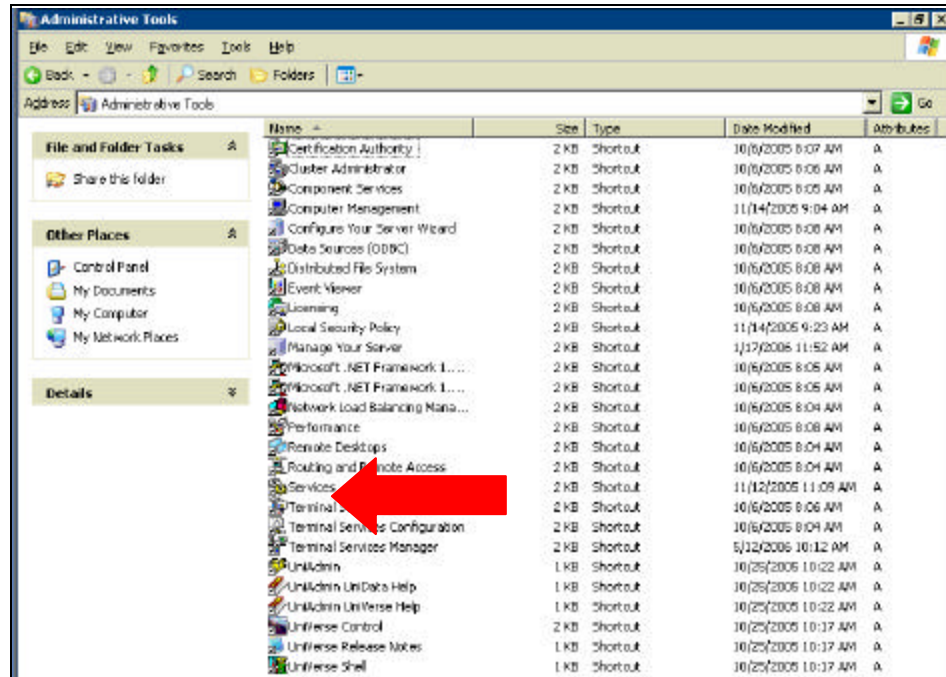
Critical steps for a successful system backup.

- Become familiar with your Backup software. Verify that the ARCserve software is running.
- Change out backup tapes daily.
- Verify that the backup tapes are not damaged from being used so many times. The backup tapes do wear-out and become damaged. Pay careful attention to the physical condition of your backup tapes. You may need to perform a recovery but your information may not have been saved because the tape was damaged.
- Verify daily that you are indeed getting a good backup. Check the job status of the daily backups and verify that there are no error messages. If you should encounter an error message do not ignore it. Common error messages are related to the condition of the tape or a malfunction with the tape drive itself.
- You never know when you might have a major catastrophe. What would a major catastrophe do to your company? Always keep some of your backup media off-site.
- The employee who is responsible for backups must have administrative rights in windows.

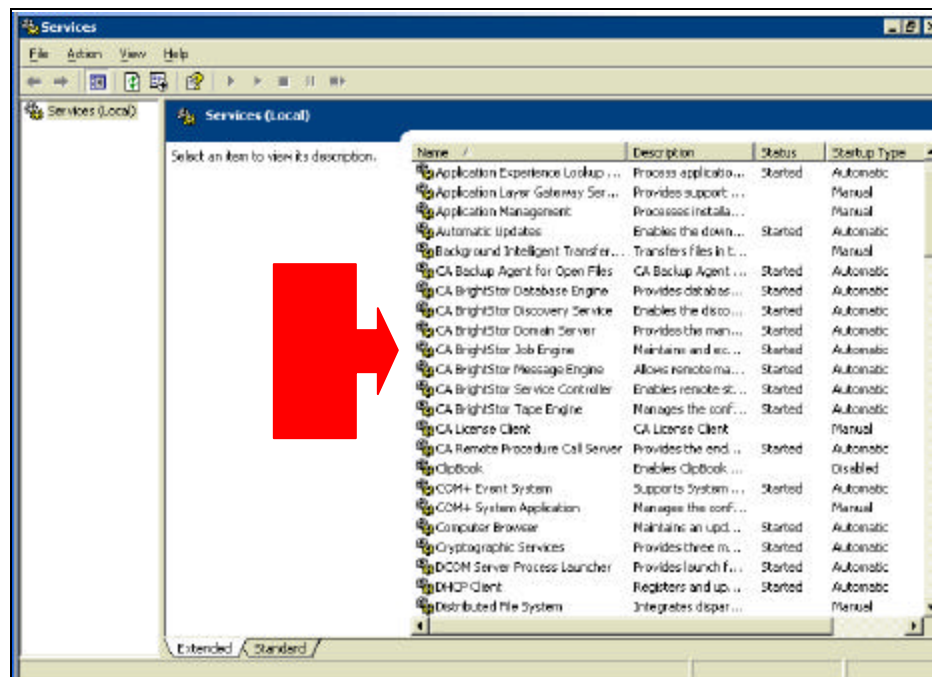
Please contact Computer Associates Support (800-832-6827) if you are experiencing issues with the ARCserve Software.

HOW TO VERIFY ARCSERVE BACKUPS?

Click Start→ Settings→ Control Panel → Administrative Tools → Services.



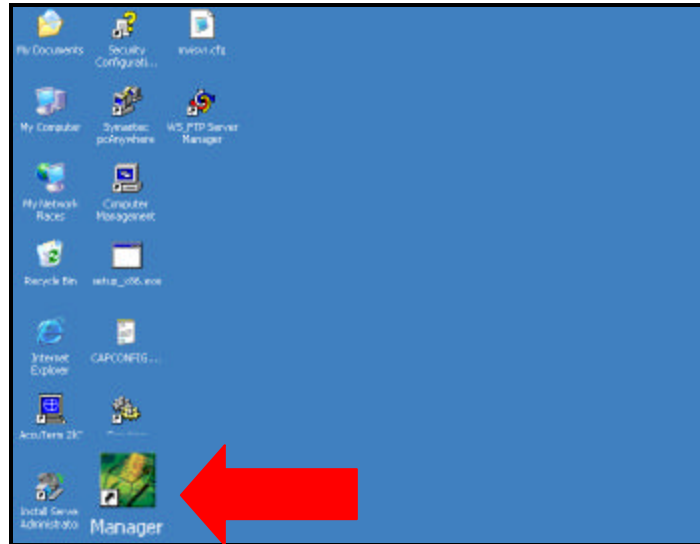
All CA Services should have a status of Started.



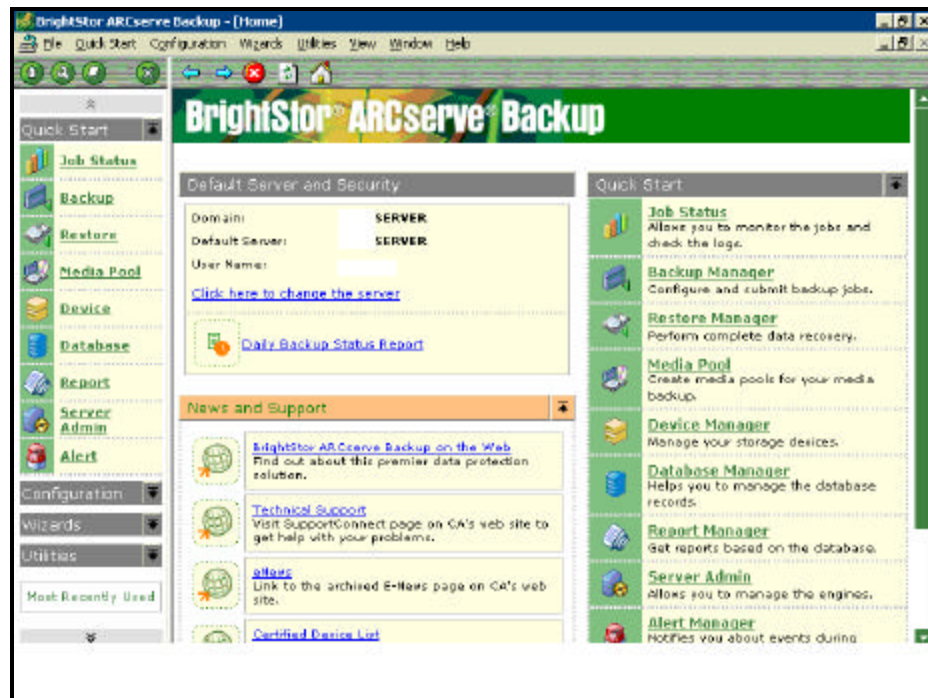
ARCserve Backup Verification

Verify that you are getting complete and error free backups.

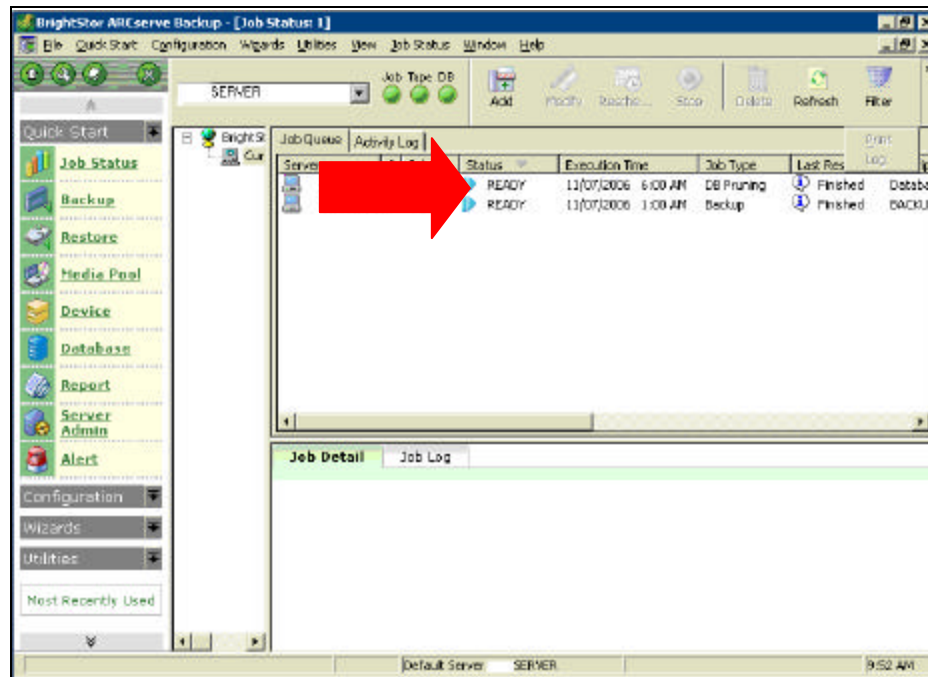
From the Server Desktop, click on the ARCserve Icon



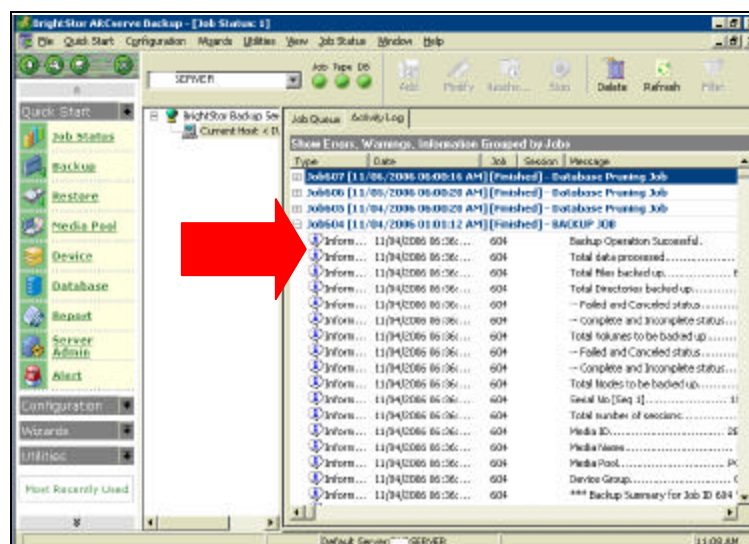
The ARCserve Brightstor Backup window will display as shown below.



Click on Job Status. In this window you can verify if the backup job completely finished. You can see at what time the next scheduled backup job will be executed and the results of your last backup job. Please notice the status of your next job is “READY”, the current job had a status of finished, meaning it completed without errors. If you have a status of incomplete, you will need to view the activity log to find out what files did not backup.



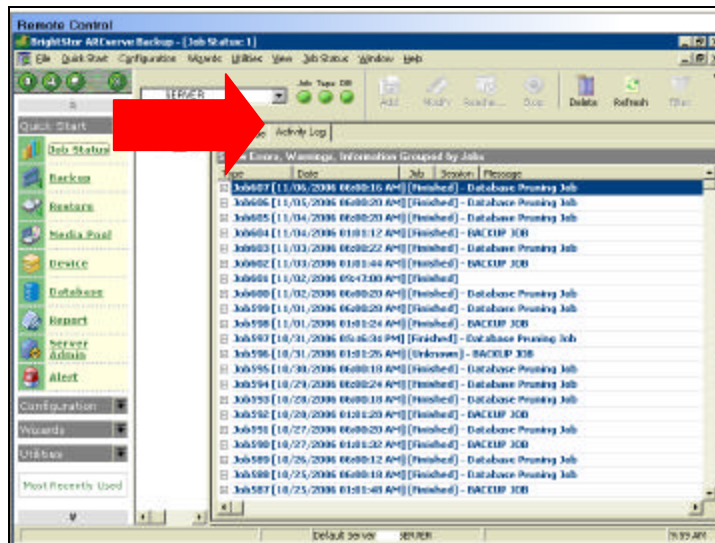
You can click on any job and view what information was backed up and the status of the job. In the example below the Backup Operation finished and was successful. If the Backup operation has failed, you would see “Backup Operation failed”.



From this window you can add a new backup job. You can also add, modify, reschedule, stop or delete an existing job.

This information is under the Job Queue Tab.

Click on the Activity Log Tab to the right of the Job Queue tab to view history. This will show errors, warnings and the status of backup jobs in the past.



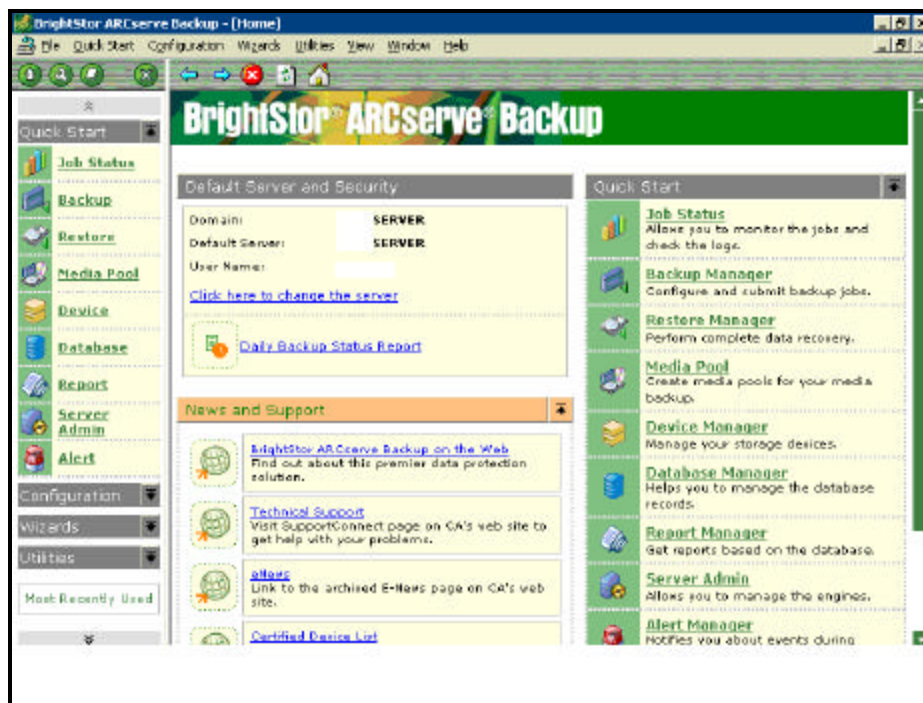
RESTORING

Please do not perform this task without first contacting AutoPower Support about what files should be restored. This can cause some major issues if the wrong files are restored

Restoring files with BrightStor ARCserve Backup is easy and intuitive. Select the files that you want to restore and choose the location where you want to restore the files.

Restoring Your Files

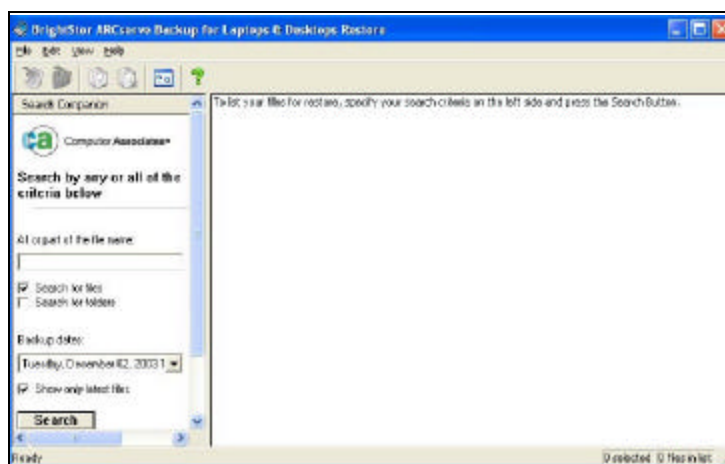
To restore your files, open the BrightStor ARCserve Backup Restore window. Click on the ARCserve Manager icon.



Depending upon the policies defined by your BrightStor ARCserve Backup administrator, you might need to enter your password before you can start a restore. If this is the case, enter your password, and then click OK. The password must be the administrator password for the server to allow full control the files.

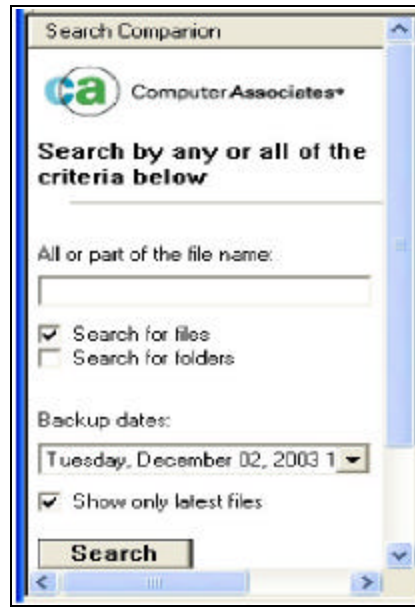


When the BrightStor ARCserve Backup Restore Window opens, the right pane is blank except for the message illustrated in the following window. The files and folders in your backup data are displayed only after you conduct a search. Before conducting the search, you need to decide on the criteria that you want to use in searching your backup data. See Using the Search Companion below for information about search criteria.



Using the Search Companion

The Search Companion helps you search your backup data for specific files or folders to restore. You can enter search criteria to limit the data displayed in the right pane.



You can specify the following search criteria:

All or part of the file name—Enter all or part of the file name you are looking for. You can use wildcards, such as the asterisk (*) and the question mark (?), to expand your search.

Use the asterisk as a substitute for one or more characters. If you are looking for a file that you know starts with *case*, but you cannot remember the rest of the file name, type *case**. The Search Companion will locate all files of any file type that begin with *case*. To narrow the search to a specific type of file, type the file extension; for example, *case.txt*.

Use the question mark as a substitute for a single character in a name. For example, if you type *case?.doc*, the Search Companion locates the file *case1.doc* or *case2.doc* but not *casement.doc*.

You can also search for certain types of files by entering the file extension in the box. For example, the search **.txt* would find all *.txt* files in your backup data.

Search for Files—Select if you want to search for files only.

Search for Folders—Select if you want to search for folders only.

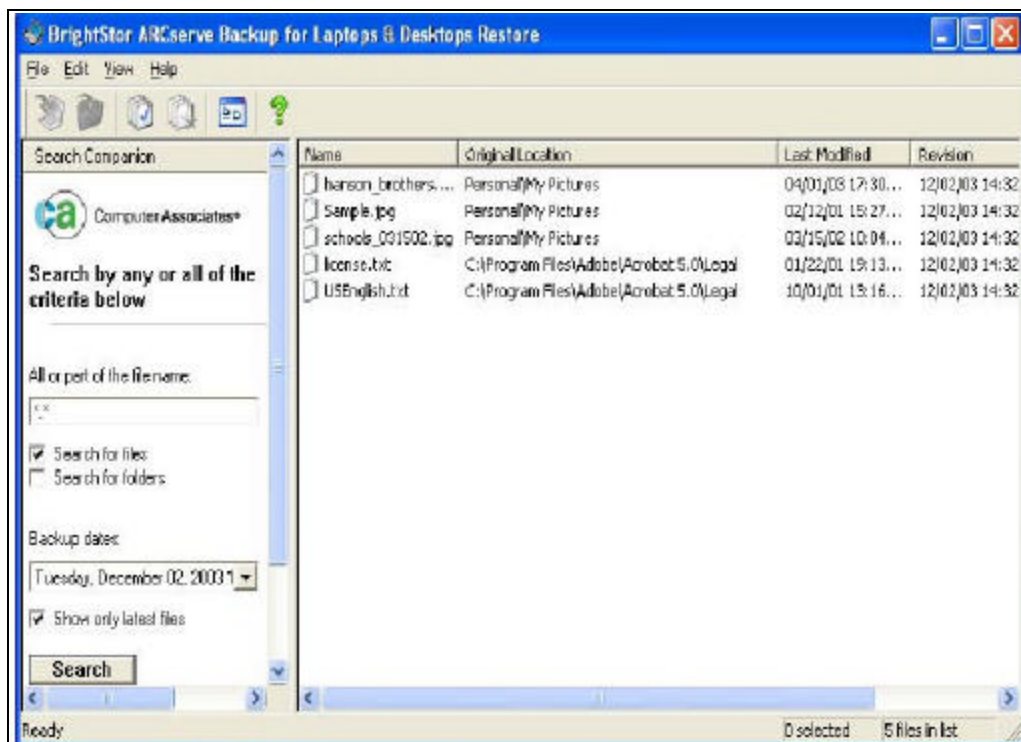
Backup Dates—Select the backup session from which you want to restore files. For instance, if you want to revert to a previous version of a file, select the date on which the file was backed up and click Search. By default, the most recent date is selected.

Show Only Latest Files—Select if you want to display only the most recent version of the files that have been backed up. To view previous versions of your files, clear this check box.

Click the Search button to execute the search.

Selecting the Files to Restore

The BrightStor ARCserve Backup Restore window presents the backup files that match your search criteria in the right pane.



To sort the files, click the column headers. The menu bar and toolbar provide point-and-click access to the functions that you can perform. Quick references to both are provided at the end of this chapter.

To select a single file for restoration, click it once. A green check mark appears.

To select all files, click Edit from the menu bar then Select all.

Restoring the Selected Files

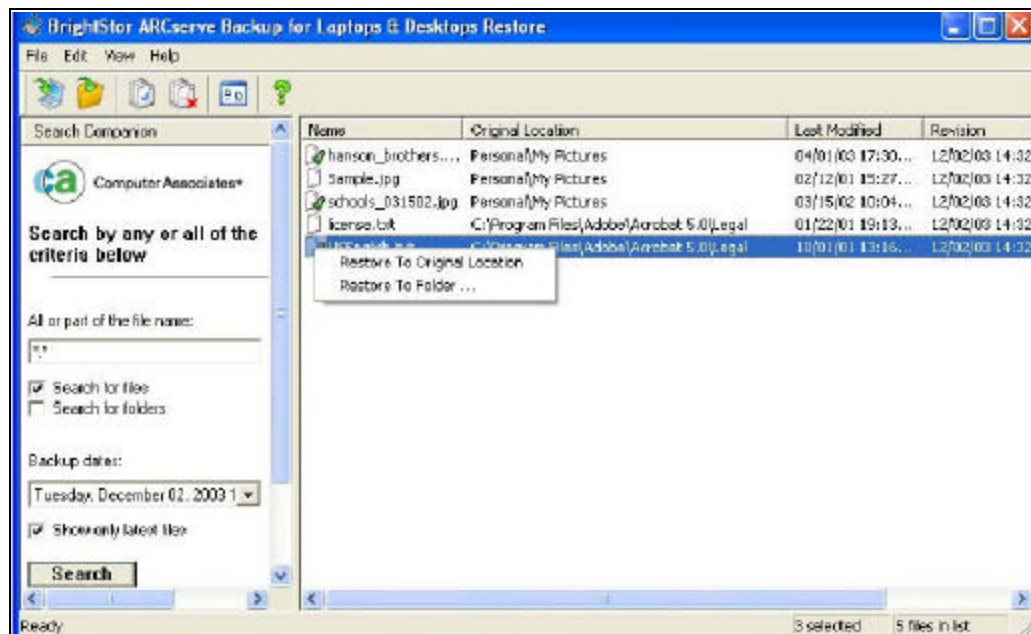
After you have selected the files to restore, you can choose to restore them to their original locations or to an alternative location. Use the Restore Now and the Restore to Folder buttons on the toolbar as described below.

To restore the files to their original locations, click the Restore Now button. The restore starts immediately.

Important! Be careful when restoring files to their original locations. The restored files will overwrite any existing copies of the files that are still in the original location.

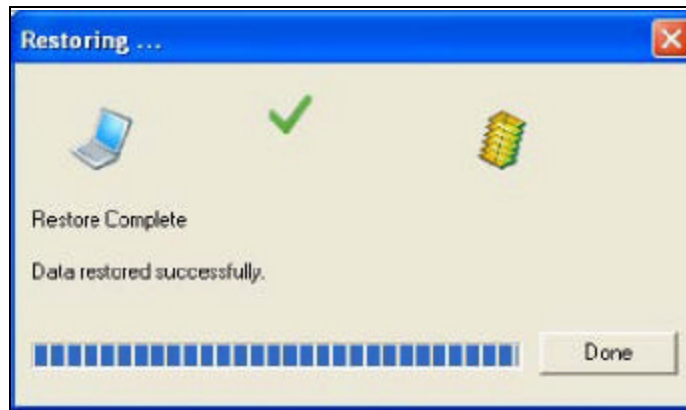
To restore the files to an alternative location, click the Restore To Folder button. The Browse for Folder dialog opens. Select an alternative location in which to restore the files, then click OK. The restore starts immediately.

You can also right-click the files to open a drop-down menu. From the menu, you can choose whether you want to restore the file to its original location or to another folder.



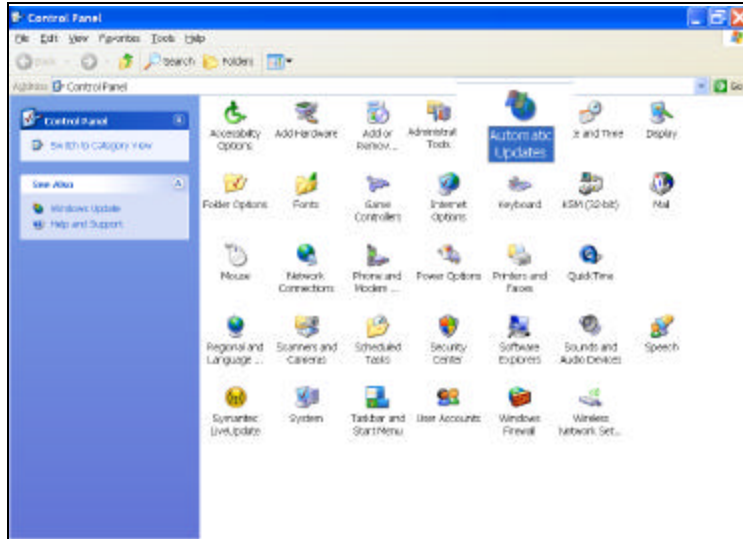
If you choose Restore to Original Location, the restore starts immediately.

If you choose Restore to folder, the Browse for Folder dialog opens. When you select the restore-to location and click OK, the restore starts immediately. As the restore proceeds, the Restoring dialog displays a progress indicator that allows you to monitor the completion status.

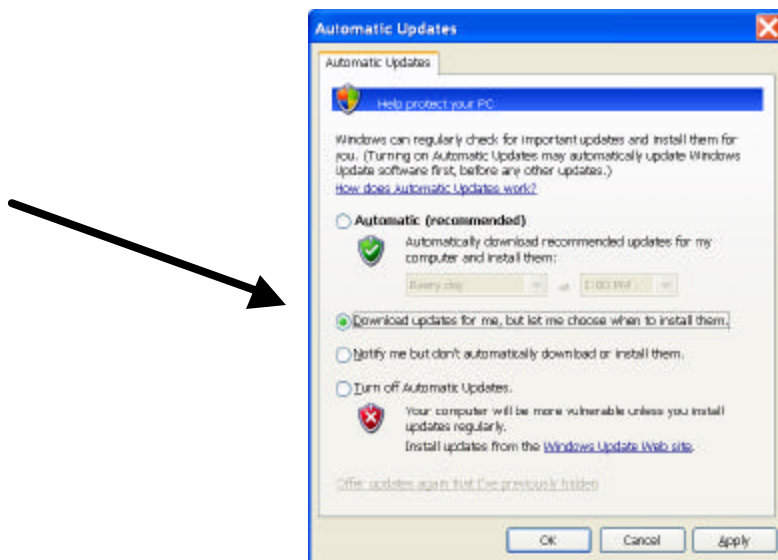


WINDOWS UPDATES

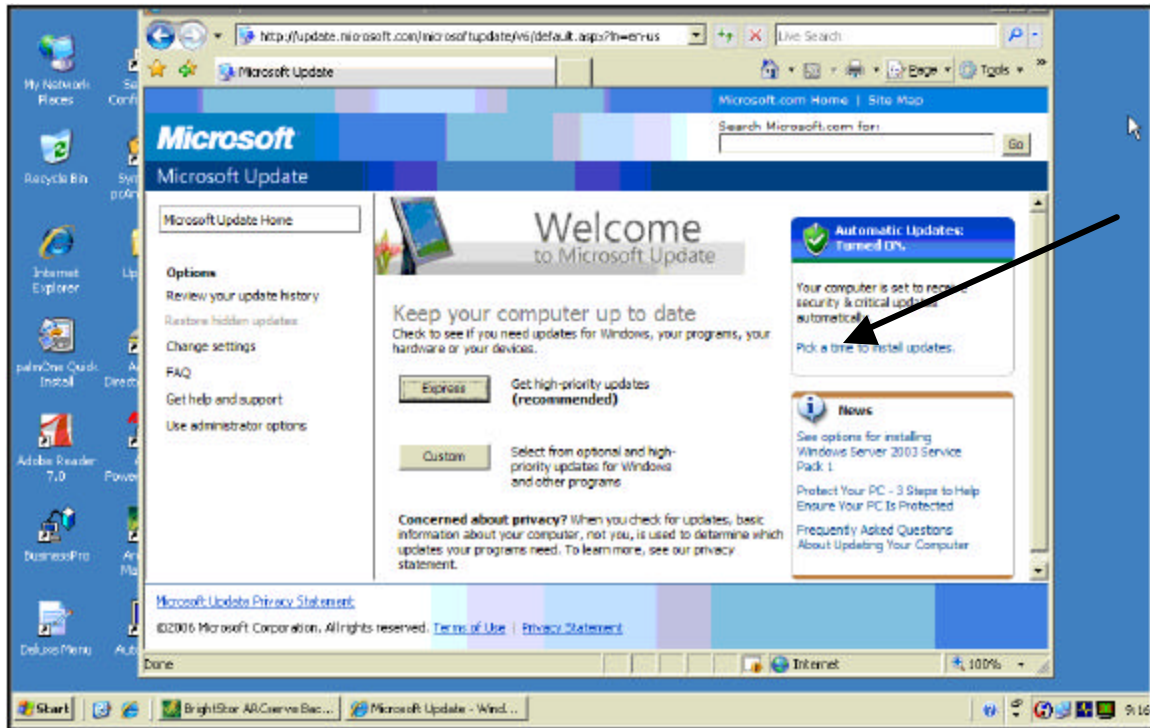
Always make sure that your Windows are being updated properly. This will insure that Windows will routinely check the Windows Update Web site for high-priority updates that can help protect your computer from viruses and security threats. Windows can be set so that you are notified when these updates need to be installed. You can set your Windows to update automatically by clicking on Start → Settings → Control Panel → Automatic Updates. We don't recommend Automatic updates on the server because the system will do a re-boot after the install. We recommend using the option "Download updates for me, but let me choose when to install them."



This will allow the updates to be downloaded but you will choose the time to install them as shown below. If you selected Automatic (recommended) the updates will require a reboot. The reboot is automatic which may not be convenient based on other scheduled jobs that could be running, such as, filesaves, backups or EOD processing.



When you receive Windows updates notification screen similar to the one below will display. Select Express to start the update process. You will be notified by a dialog box to reboot the server. The notification box will state reboot now or remind me later. You will then choose when to install the updates.

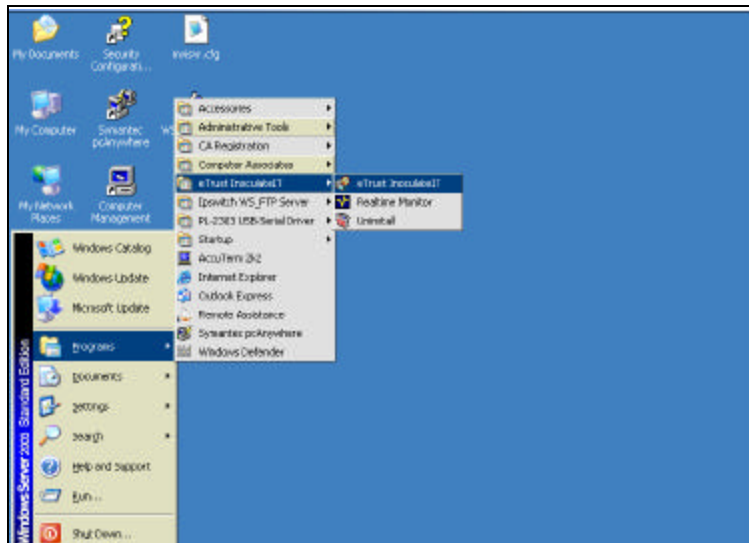


ANTI VIRUS SOFTWARE (eTRUST INOCULATEIT)

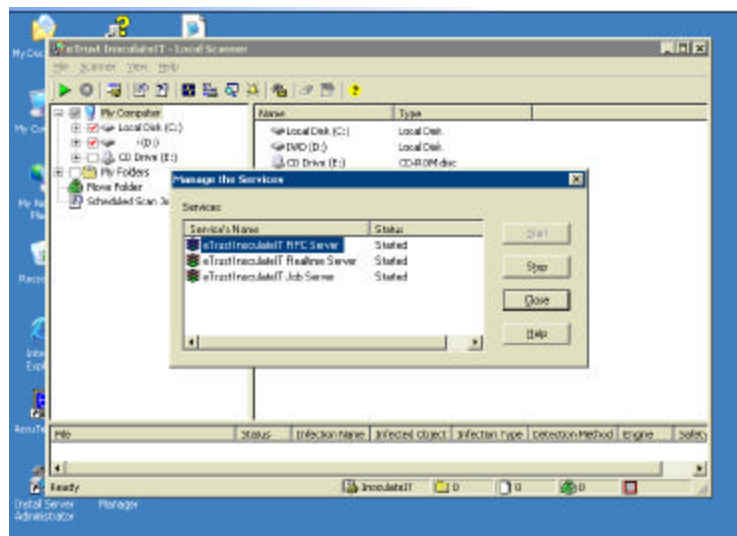
You will also want to make sure that your Antivirus Software is being updated with the most recent updates. This will help prevent Viruses, Worms, Trojans, on your system.

Click Start → Programs → eTrust InoculateIT → eTrust InoculateIT

From the taskbar, right click the eTrust icon. Select Launch eTrust AntiVirus. The Dashboard will display which shows status of eTrust.

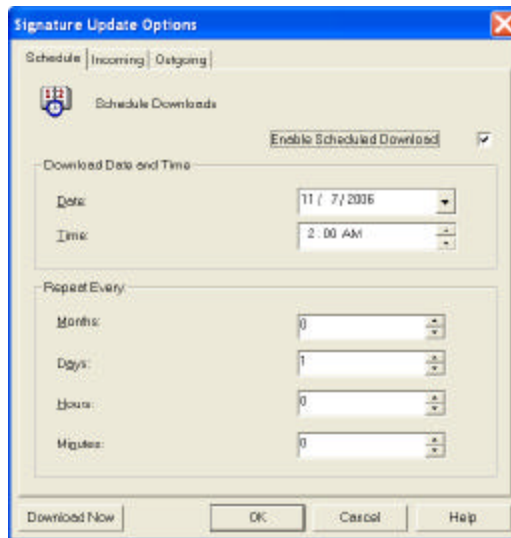


Click Scanner → Manage Services



The status of the services should be started. You can also check this in the task manager processes to verify that the eTrust InoculateIT services are running.

You can also click on Scanner → Signature Update Services and view the scheduled download time and frequency. You can also change the time and frequency for the scheduled downloads. We recommend that scheduled downloads take place daily.



If you should have issues with the eTrust InoculateIT software, or question give us a call or contact Computer Associates at 1-800-832-6827 with your maintenance agreement information.

View eTrust results – Click view → Log Viewer → Select Scheduled scanner and view complete times for scans and review any infections that were found. The distributed events, should also be viewed to insure the signature updates are being applied to the system.

USING THE EVENT VIEWER: SYSTEM, APPLICATION

The Event Viewer is used to view and manage event logs in Microsoft Windows XP and Windows 2003 Server.

An event would be any significant occurrence in the system or in a program that requires you to be notified, or an entry added to a log. The Event Log Service records application, security, and system events in the Event Viewer. You can obtain information about your hardware, software, and system components, and monitor security events on a local or remote computer. Event logs can help you identify and diagnose the source of current system problems, or help you predict potential system problems.

There are 3 types of Event logs that are recorded in Windows XP's & Windows 2003 Server.

Application log

The application log contains events logged by programs. For example, a database program may record a file error in the application log.

Security log

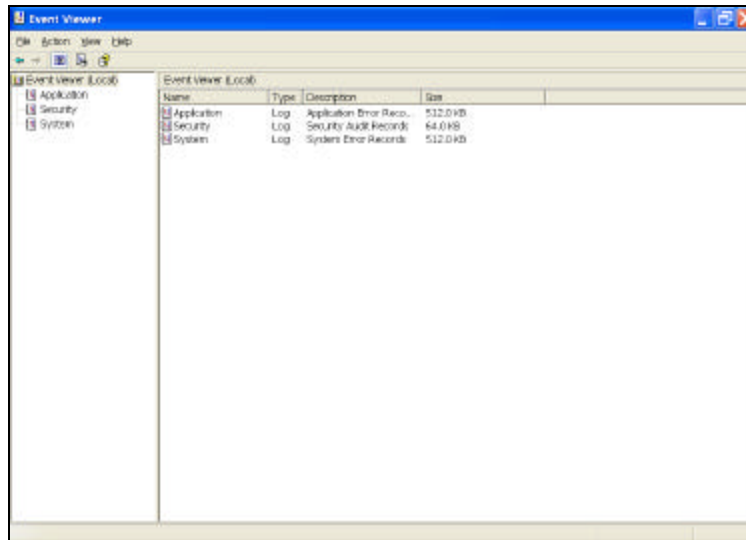
The security log records events such as valid and invalid logon attempts, as well as events related to resource use, such as the creating, opening, or deleting of files. For example, when logon auditing is enabled, an event is recorded in the security log each time a user attempts to log on to the computer. You must be logged on as Administrator or as a member of the Administrators group in order to turn on, use, and specify which events are recorded in the security log.

System log

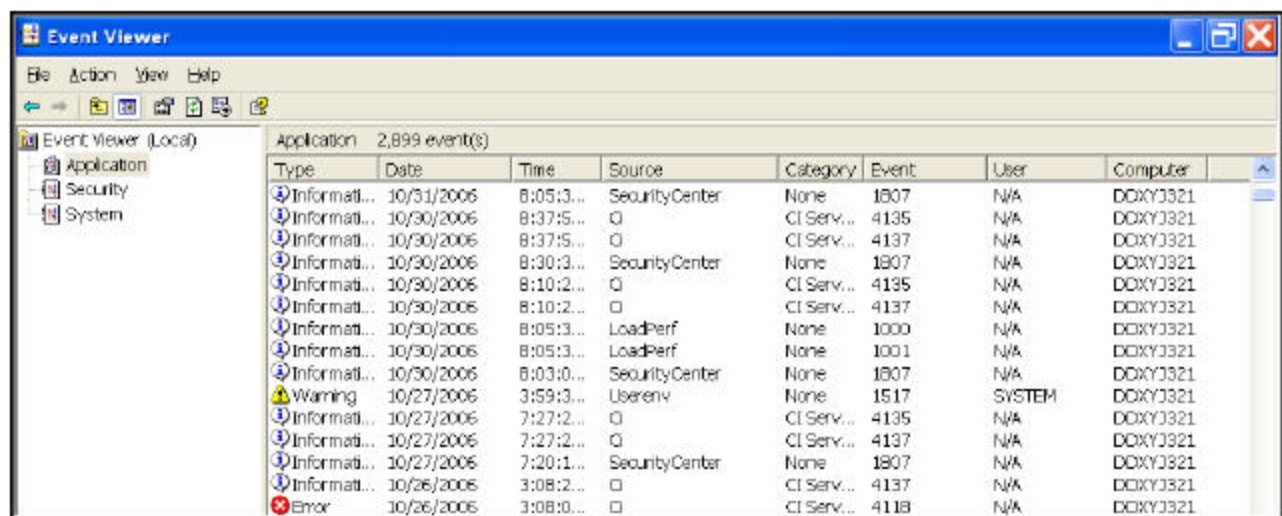
The system log contains events logged by Windows XP or Windows 2003 Server system components. For example, if a driver fails to load during startup, an event is recorded in the system log. Windows predetermines the events that are logged by system components.

To access the Event Viewer in Windows, Click Start → Settings → Control Panel → Administrative Tools → Event Viewer

You can also access detail information about a Log event. Double Click on the event and a description will be displayed.



Each log entry is classified by type, and contains header information, and a description of the event.



Field Descriptions

Date

- The date the event occurred.

Time

- The time the event occurred.

User

- The user name that was logged on when the event occurred.

Computer

- The name of the computer where the event occurred.

Event ID

- An event number that identifies the event type. The Event ID can be used by Administrative Support to help understand what occurred in the system.

Source

- The source of the event. This can be the name of a program, a system component, or an individual component of a large program.

Type

- The type of event. This can be one of the following five types: Error, Warning, Information, Success Audit, or Failure Audit.

Category

- A classification of the event by the event source. This is primarily used in the security log.

Event Types

The description of each event that is logged depends on the type of event. Each event in a log can be classified into one of the following types:

Information (Blue I inside a white circle)

- An event that describes the successful operation of a task, such as an application, driver, or service. For example, an Information event is logged when a network driver loads successfully.

Warning (Yellow Warning Triangle)

 Warning 11/7/2006 3:45:2... Userenv None 1517 SYSTEM DDXYJ321

- An event that is not necessarily significant, however, may indicate the possible occurrence of a future problem. For example, a Warning message is logged when disk space starts to run low.

Error (Red X)

 Error 11/2/2006 4:06:0... Application Error None 1000 N/A DDXYJ321


- An event that describes a significant problem, such as the failure of a critical task. Error events may involve data loss or loss of functionality. For example, an Error event is logged if a service fails to load during startup. As a general rule a white “X” inside a red circle should be cause for alarm that something is not right. These errors require further research to determine root cause and corrective action.

Success Audit (Security log) (Yellow key)

 Success ... 7/13/2005 7:18:5... OfficeUpdateV3 None 0 N/A DDXYJ321

- An event that describes the successful completion of an audited security event. For example, a Success Audit event is logged when a user logs on to the computer.

Failure Audit (Security log) (A Silver lock)

 Failure A...	7/7/2005	3:51:0...	OfficeUpdateV3	None	0	N/A	DDXYJ321
--	----------	-----------	----------------	------	---	-----	----------

- An event that describes an audited security event that did not complete successfully. For example, a Failure Audit may be logged when a user cannot access a network drive.

WINDOWS TASK MANAGER

To access the windows Task Manager, click on Start, Run and type in taskmgr and press enter. You can also access task manager by pressing Control, Alt, delete and click on task manager tab.

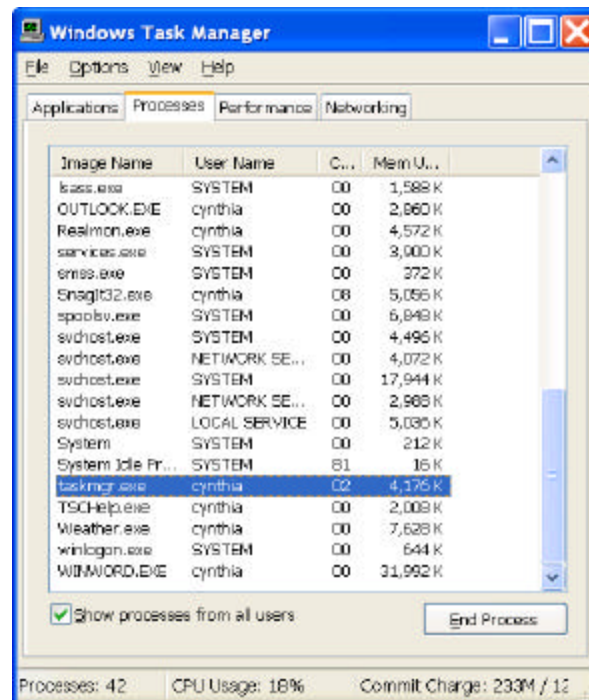
Task Manager provides information about programs and processes running on your computer. It also displays the most commonly used performance measures for processes.

You can use Task Manager to monitor key indicators of your computer's performance. You can see the status of the programs that are running and end programs that have stopped responding. You can also assess the activity of running processes using as many as fifteen parameters, and see graphs and data on CPU and memory usage.

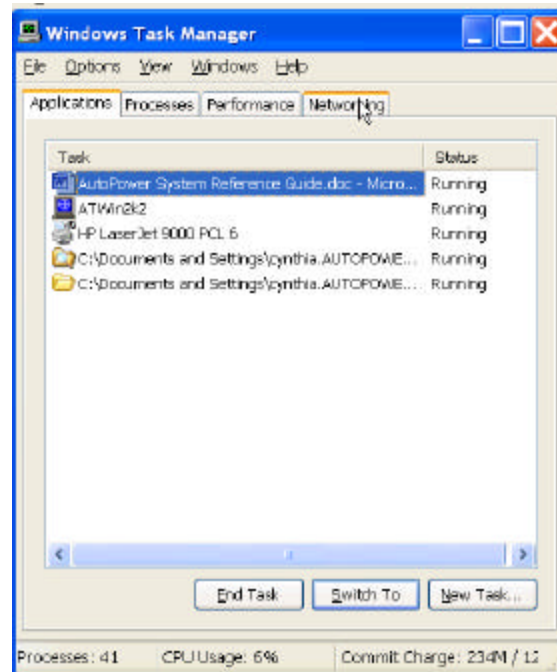
In addition, if you are connected to a network, you can view network status and see how your network is functioning.

The Processes tab shows information about the processes running on your computer. For example, you can display information on CPU and memory usage, page faults, handle count, and a number of other parameters.

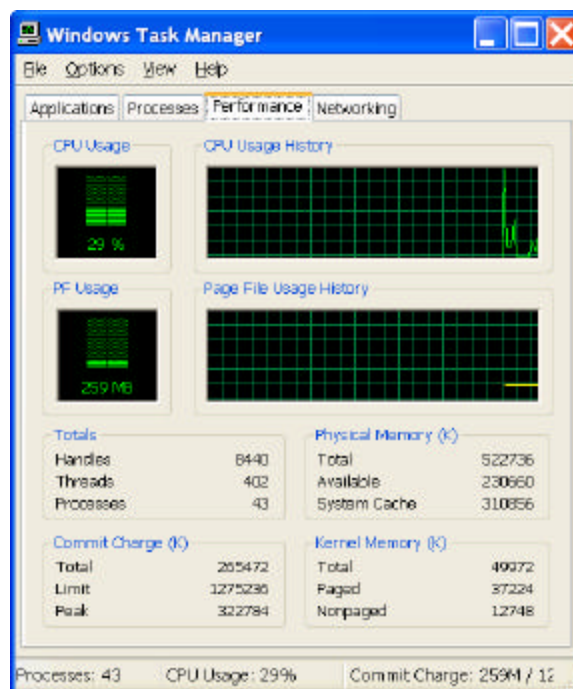
This is a great tool if your system is slow or is slowing down, allowing you to determine cause. You can also view the sessions that have an error, system errors, and potential system bottlenecks. You can look in the CPU column and find the highest number in the column and then look at the Image name to the left and you will know what process is slowing down the computer.



You can also click on the APPLICATIONS tab and see what programs are running or not running. In our example below AutoPower System Reference Guide document is open and is running. Also, ATWIN2K2 (Accuterm) program is running.



The Performance tab displays a dynamic overview of your computer's performance including: graphs for CPU and memory usage. This monitor shows how frequently the server is moving data from memory to disk and vice versa.



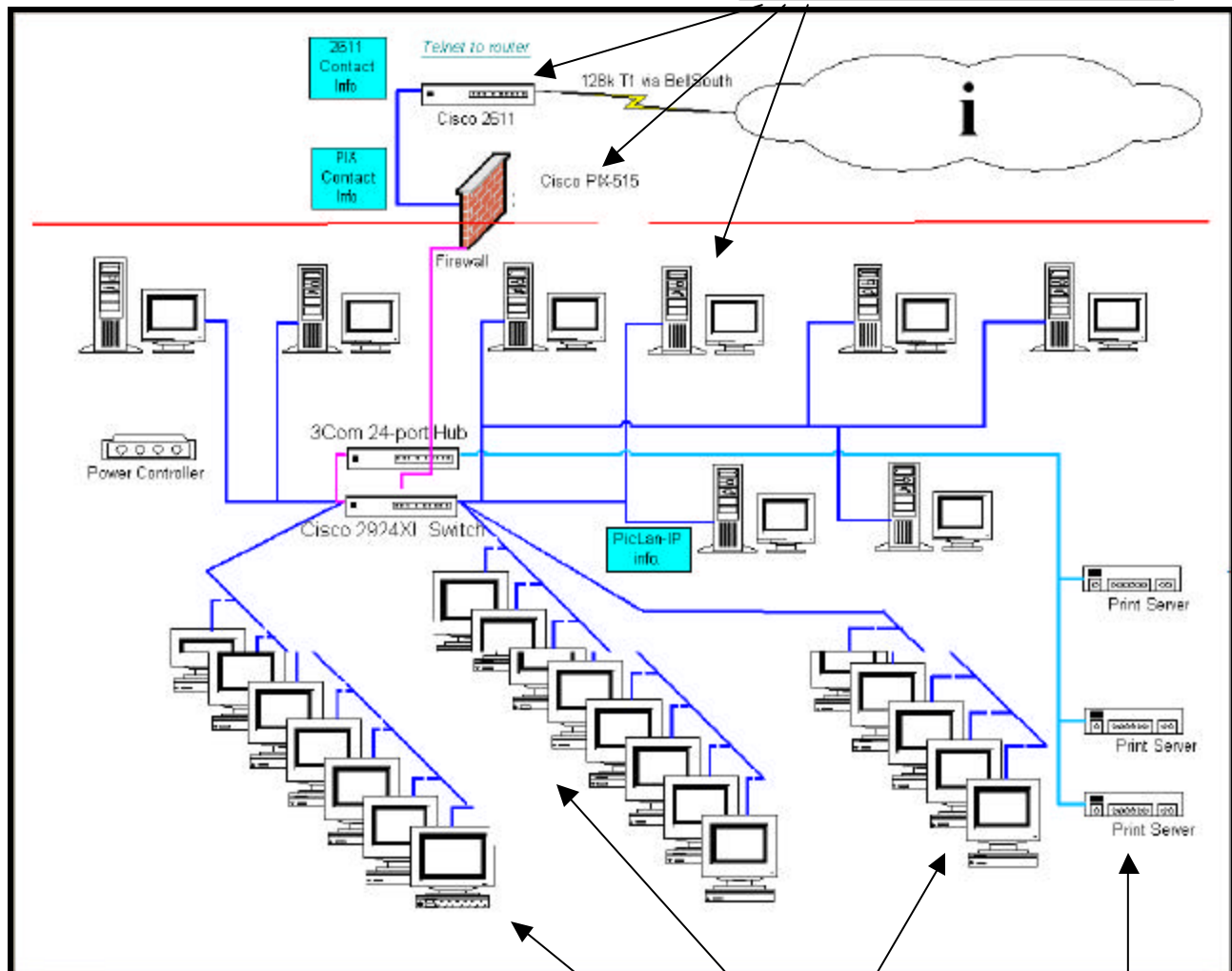
NETWORK MAP

It is highly recommended that the setup of your Network be documented in a map format identifying all peripherals along with their inside and outside IP addresses that are connected on your network.

This is a very highly effective cost-saving and timesaving tool when maintenance needs to be performed on your network system.

An example of a Network map is shown below.
Keep this map near your server for reference.

Label each server with it's inside and outside IP address.
Also label the firewall and routers with their inside and outside IP address.



Label each PC with its IP address and the name of the User.

Label the Printer servers with its IP address.

MAINTENANCE AGREEMENTS (VERY IMPORTANT)

It is very important to renew your Maintenance Agreements. Since some of the software and hardware on your system are purchased from Third-party vendors, you must be very careful before letting a maintenance agreement expire. The repercussions from a non-renewal on a maintenance agreement can be costly. This can also mean being down for not just hours but days because the third-party vendor may service their customers who have active maintenance agreements prior to the customers who call in for time and material.

It is advisable to renew the maintenance agreements. Annual maintenance agreements that are not renewed can adversely impact any future upgrades of your third-party hardware and software. Service and support will be provided but for an additional cost based on the third-party rates in effect at the time.

Check your warranties to see when they expire, AutoPower will monitor your renewal dates, however, mistakes happen. Don't put this in the hands of a vendor to manager for you. Keep a current list of agreements and expiration dates by your server and check dates often. If you don't receive your update to an agreement then call us for support. Letting a contract lapse is usually a bad situation.

Example of Third-Party Support and Maintenance Renewal are:

Universe

IBM

ARCserve Computer Associates 800-832-6827

ETrust InoculateIT Computer Associates 800-832-6827

SB Client

This is just an example listing of the third-party vendors. You may have more third-party software on your system. Of course, anytime you may have questions about which vendor to contact with third-party issues please contact AutoPower support at 407-695-7300 or e-mail support@autopower.com.

Spooler Backup

Did you know you should backup your spool folder and clean it out at LEAST every quarter? If not, this can cause problems when your spooler reaches over 16,000 print jobs and locks up the windows print spooler service, which will dump out users during the invoice creation process.

You can always backup the spool folder to a CD and label the CD with its contents. You can also setup EOM/EOD folders on your hard-drive and move your print jobs to these folders and then delete the jobs in the spooler.

Right Click Start → Explore → Windows → System32 → Spool

ARCHIVING REPORTS TO A CD

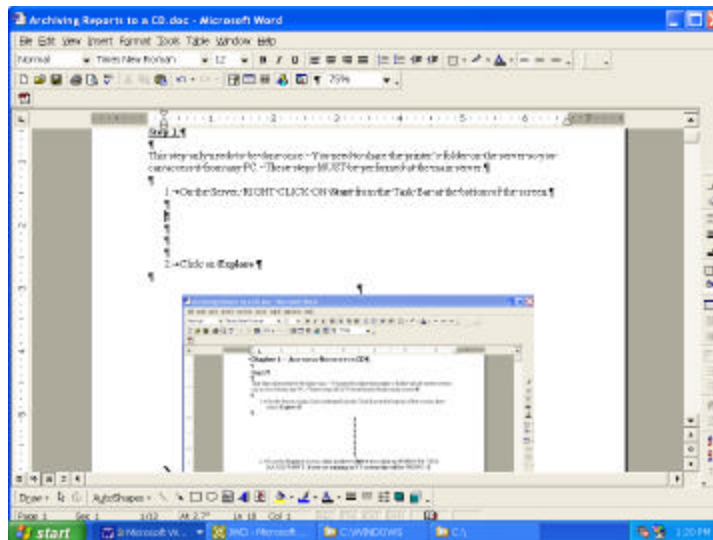
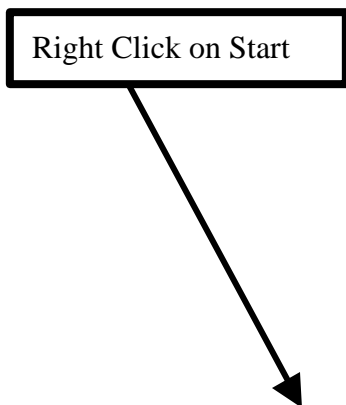
It is recommended to Archive the print spooler reports to a CD or DVD that are in your EOD-EOM print spooler once a month after your end of month process has run.

Step 1: Setup a Share called PRINTERS Folder on the Main Server for the EOD/EOM Printer. This will allow you to access the printer's folder from your PC.

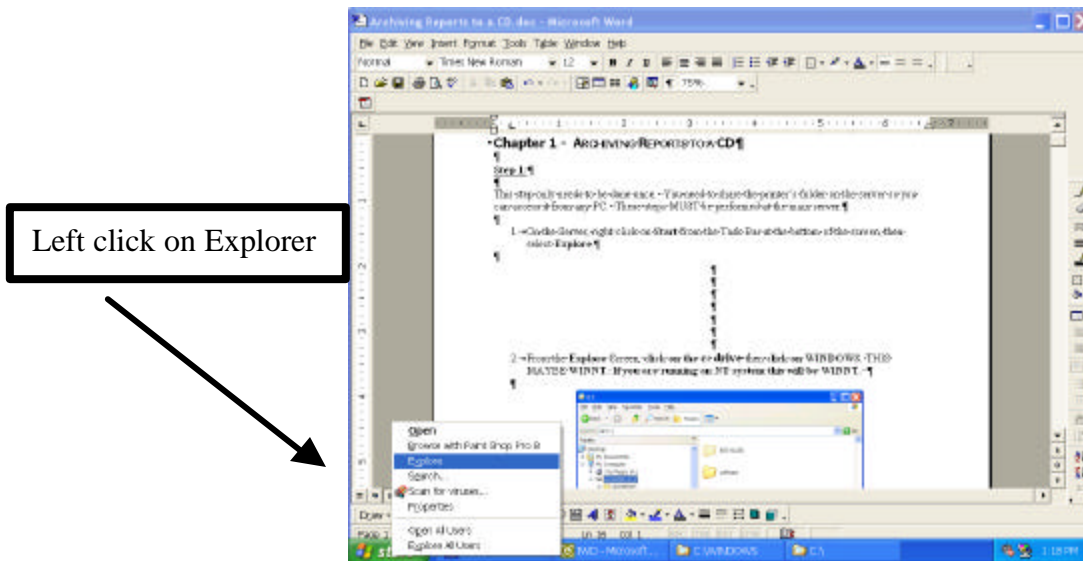
GO TO YOUR MAIN SERVER

This step only needs to be done just this first time for the initial setup. Once you have set this up on your system you never have to do this again. You need to share the printer's folder on the server so you can access it from any PC. **These steps MUST be performed at the main server.**

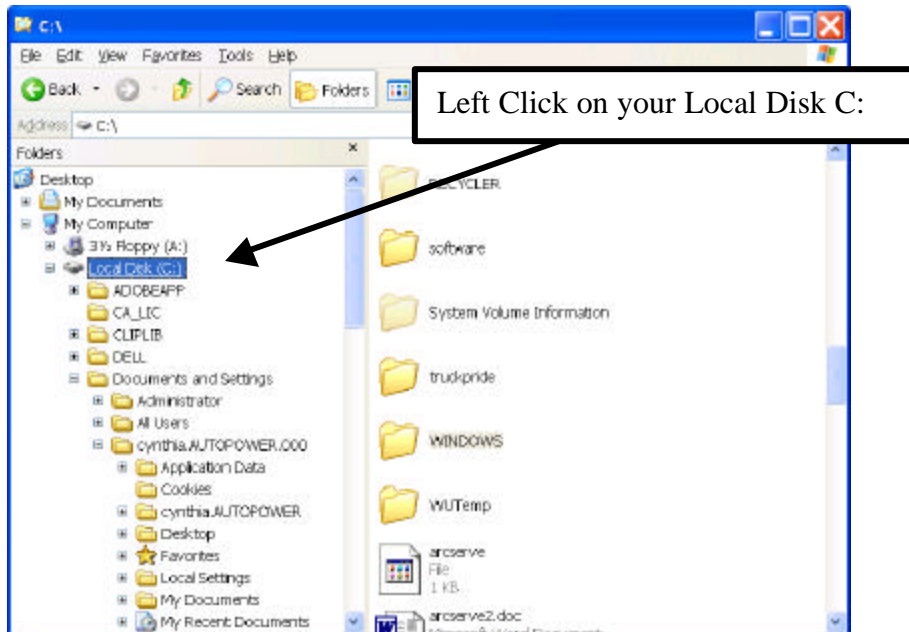
1. On the Server, **Right Click On Start** from the Task Bar at the bottom of the screen.



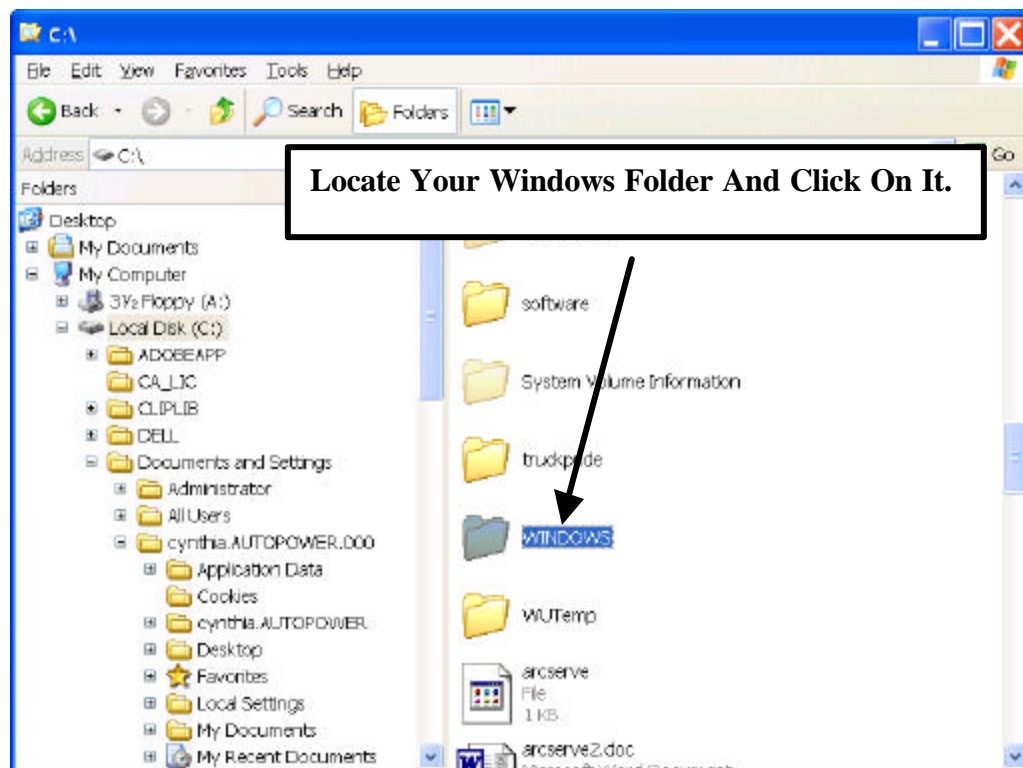
2. Left click on **Explore**.



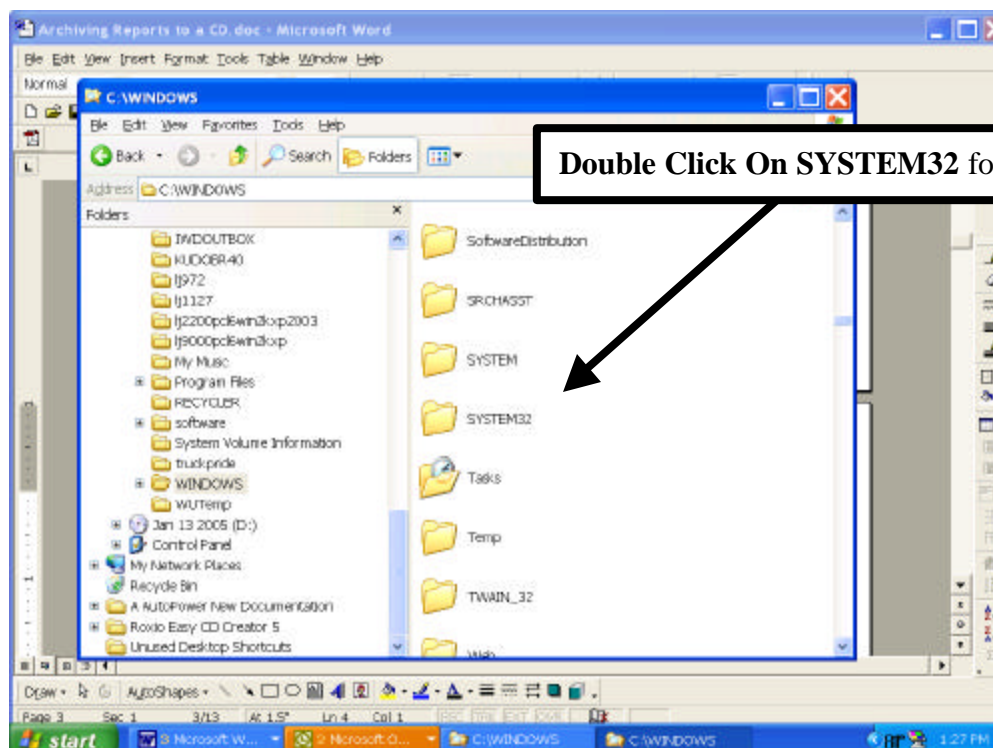
3. From the **Explore** Screen, click on **C: drive**.



4. Click on **WINDOWS**. THIS FOLDER MAYBE **WINNT**. If you are running an NT system this will be **WINNT**.

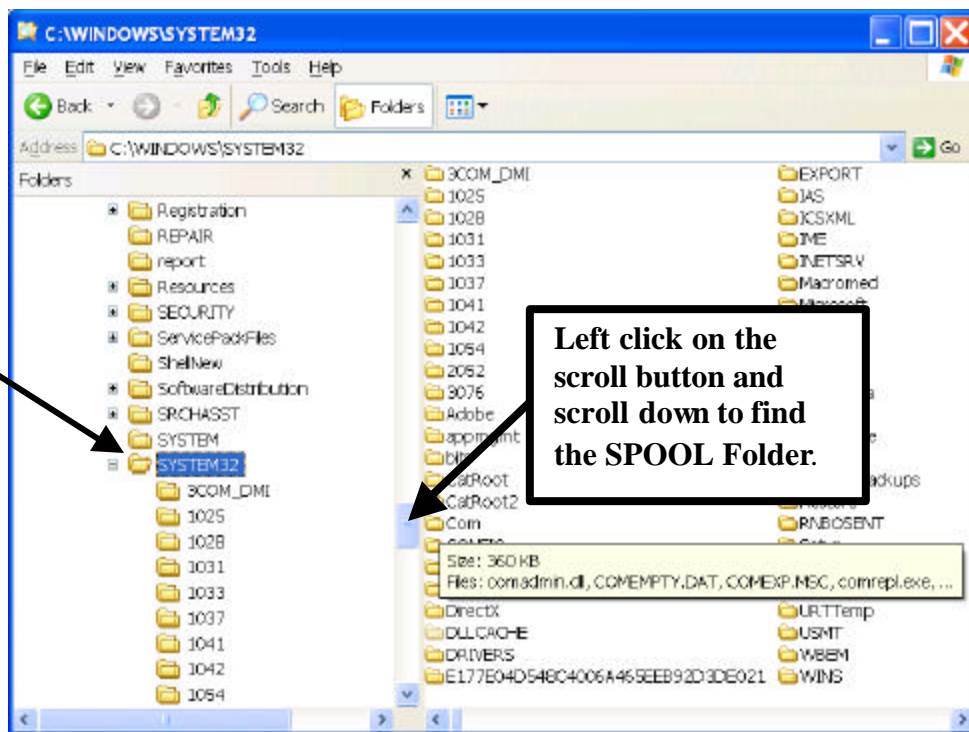


5. In the **WINDOWS** Folder, Double Click on **SYSTEM32** to open this folder.

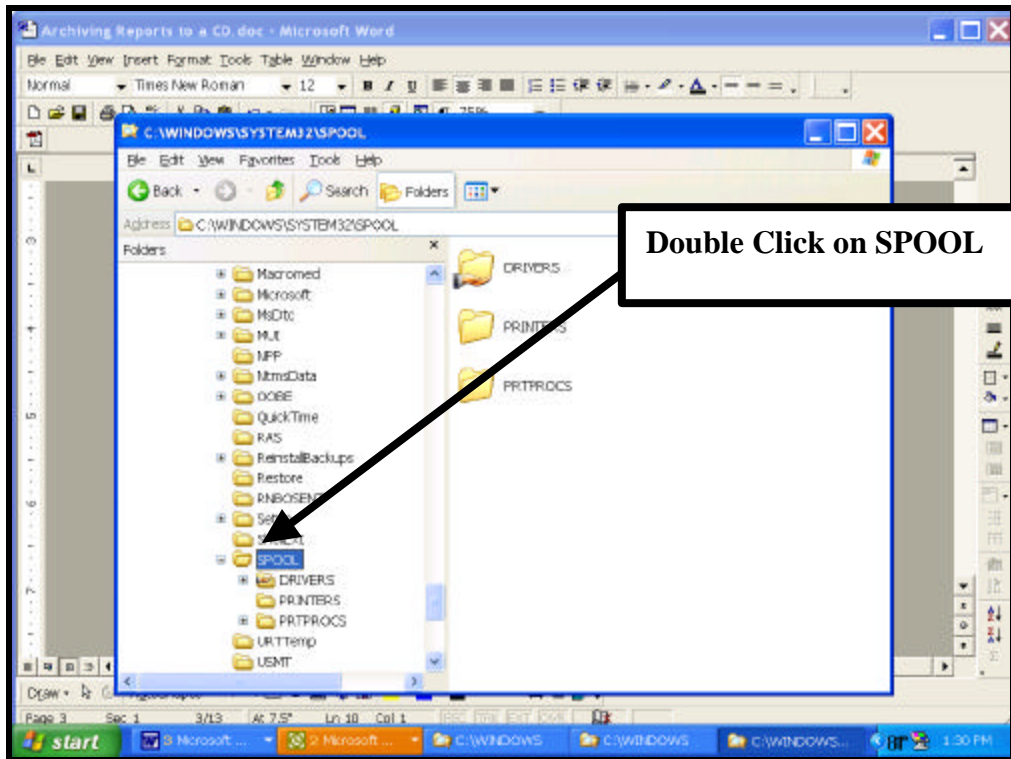


From this folder scroll down to **locate the SPOOL FOLDER**. This is not a file to the

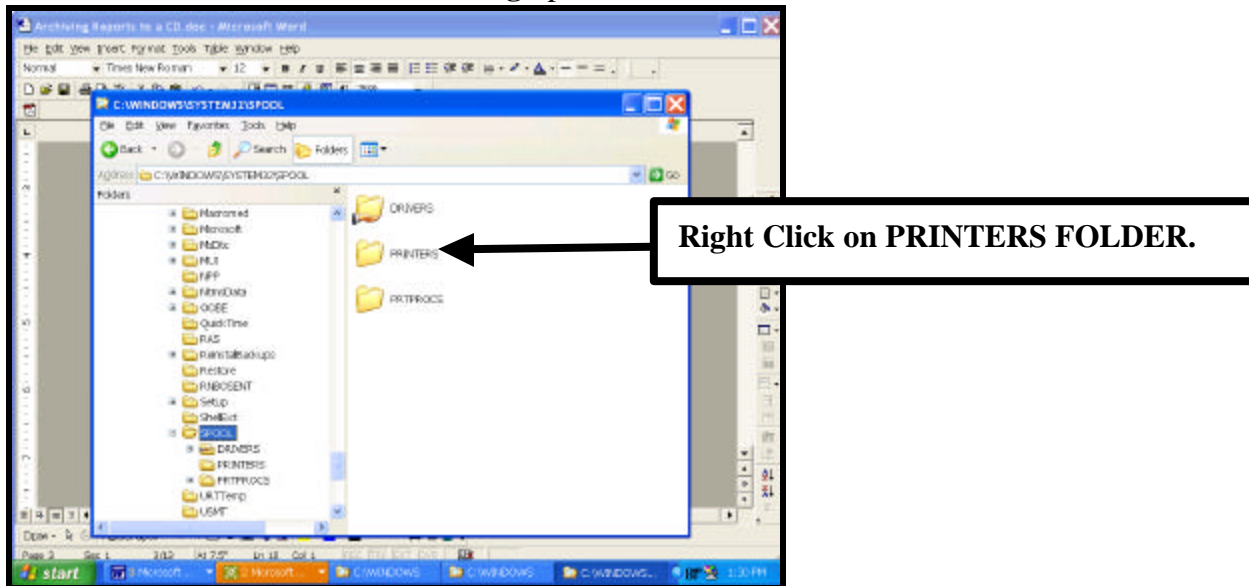
Left click on the scroll button and scroll down to find the **SPOOL Folder**.



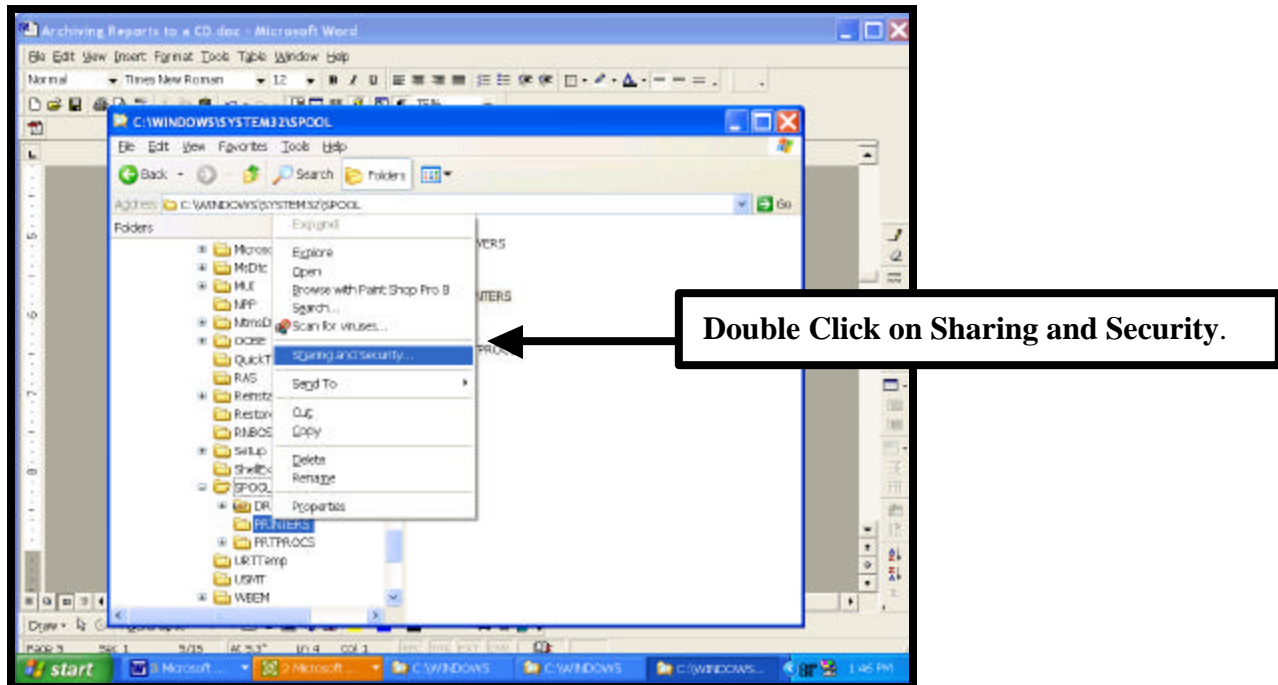
6. Once you have located the **SPOOL FOLDER** **DOUBLE CLICK** on it to open it.



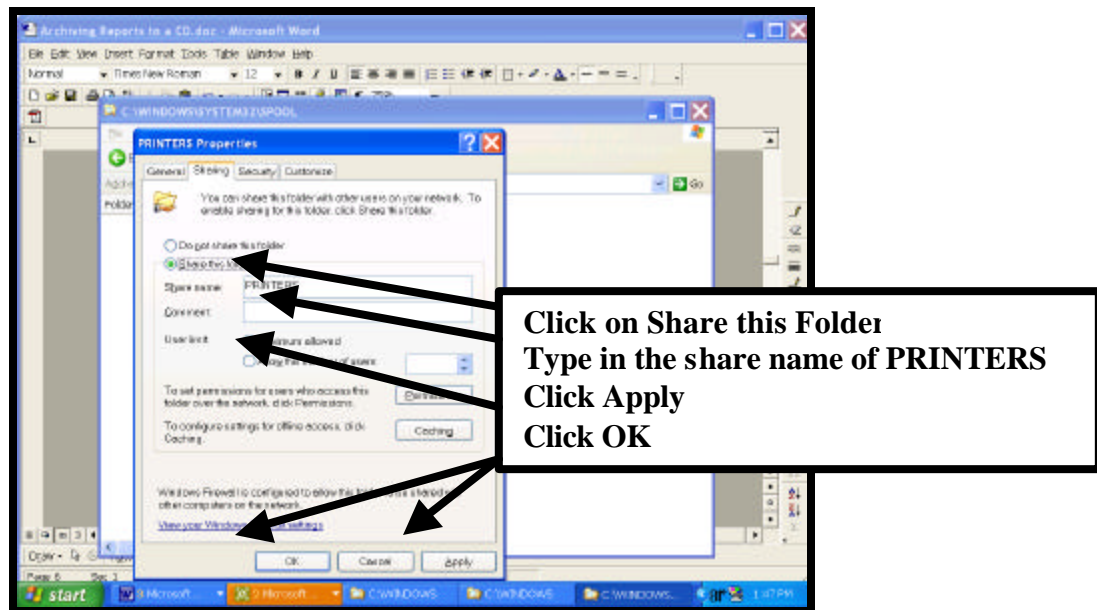
7. From the **Spool** Folder, right-click on the **Printers** Folder. This will display box of selections. Click on the **Sharing** option.



The screen below will display.



8. After clicking on the Sharing option, the following screen will display.



7. Select option Share this Folder. Click on OK.

The process to Share the Printers Folders is complete. You may use this procedure to share any folder from any PC in the network also.

FROM THIS POINT FORWARD YOU WILL ALWAYS START FROM HERE TO COPY THE SPOOLER TO A CD. You will not have to follow step 1 again.

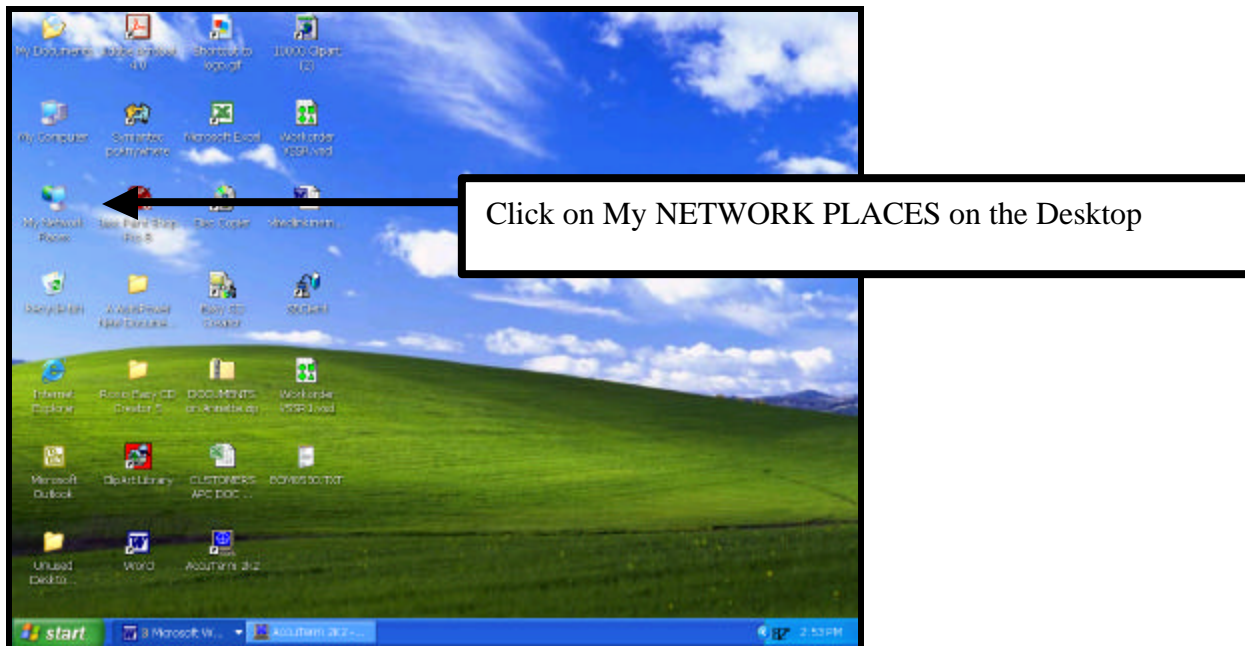
GO TO YOUR PC WORKSTATION THAT HAS THE CD BURNER.

Step 2:

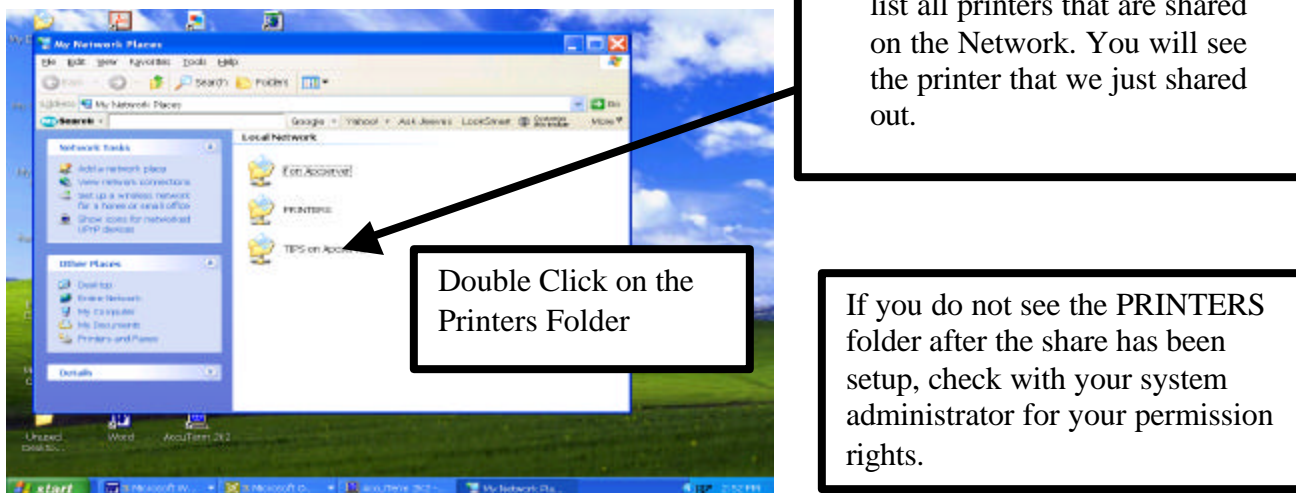
The next step is to copy the reports to your CD. This step will be done from your workstation PC. To copy the EOD/EOM reports to a CD, you will need a PC with a CD burner.

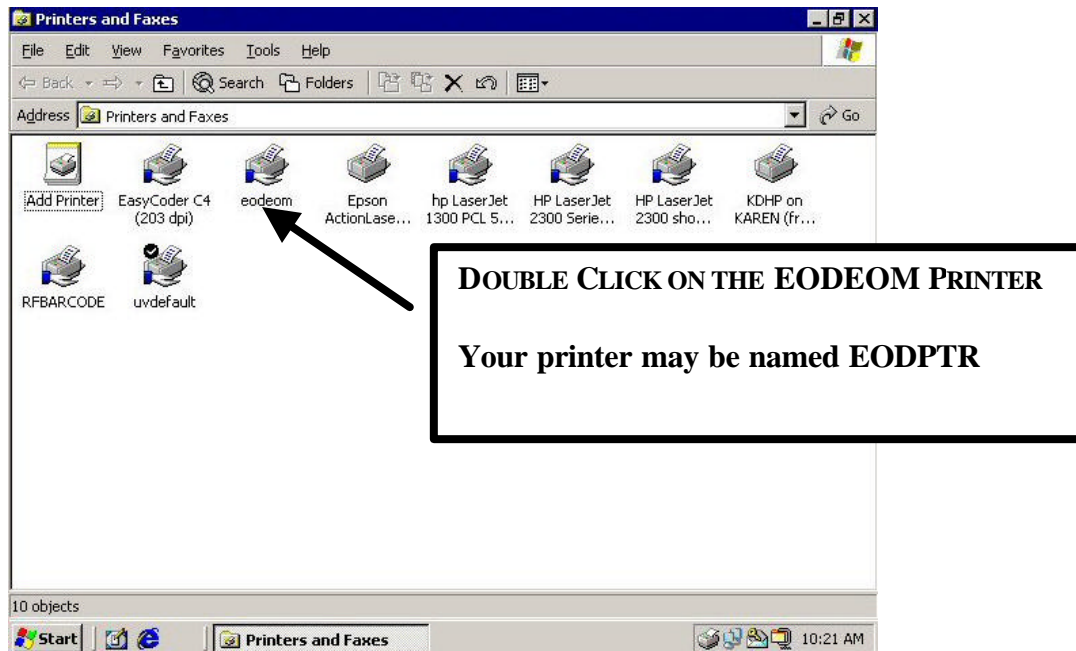
Now you are ready to copy the reports from the Print Spooler.

1. From the Desktop click on **My NETWORK PLACES** The screen will be slightly different if you are running Windows 2000, 2003, XP.

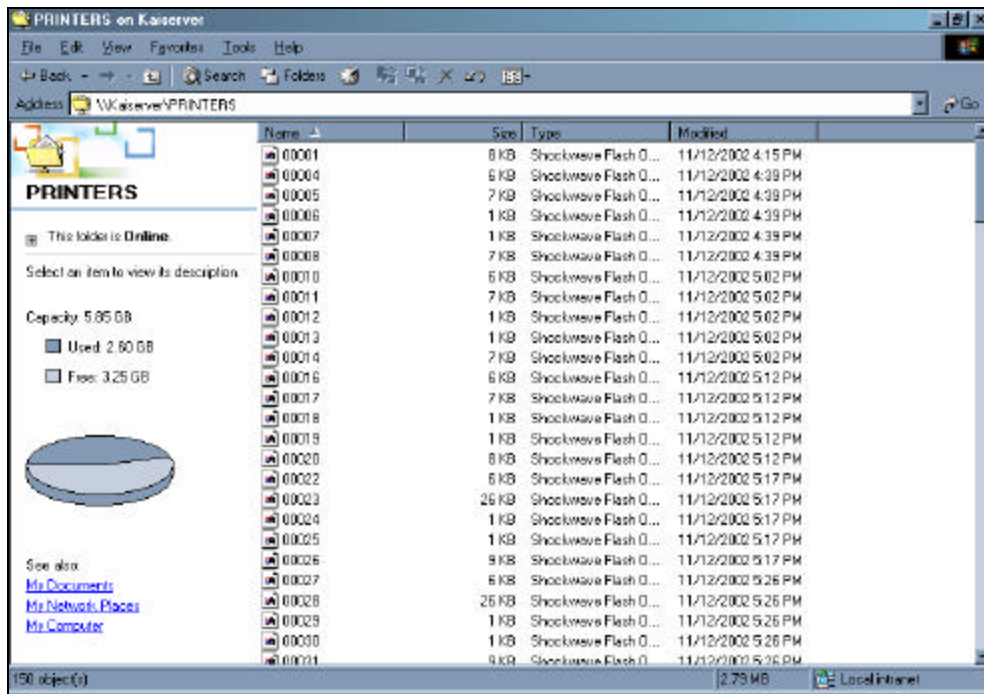


You will see the **PRINTERS** folder that we shared out.

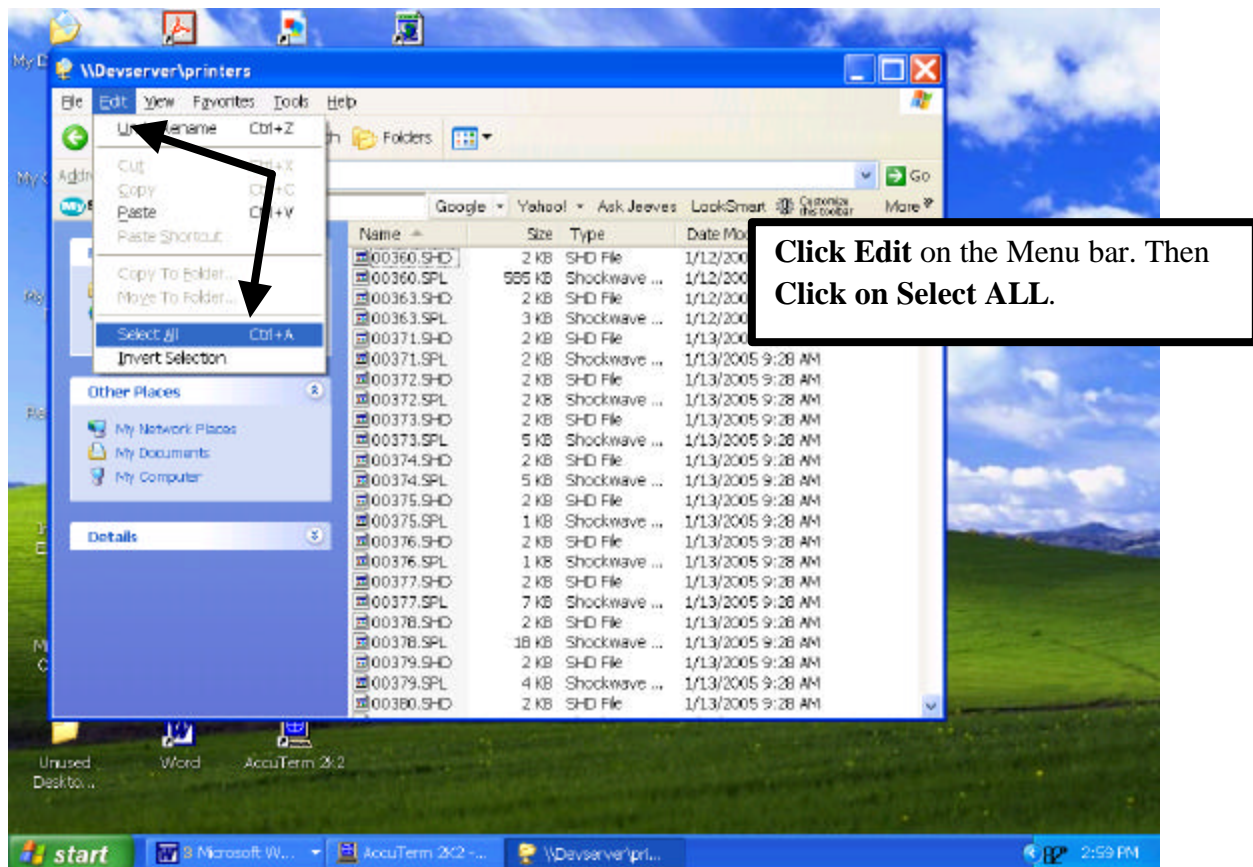




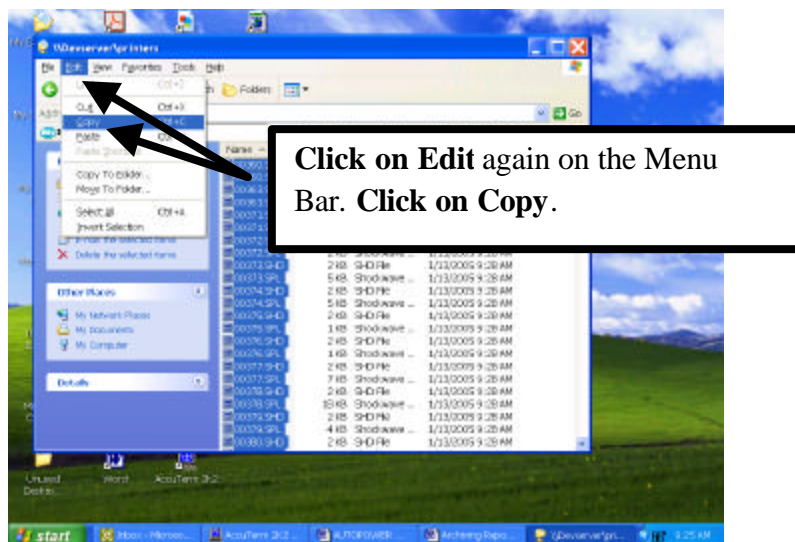
3. Double-click on the Printer EODPTR Printer. This will display a list of the print jobs currently in the printer spooler from the EOD Runs.



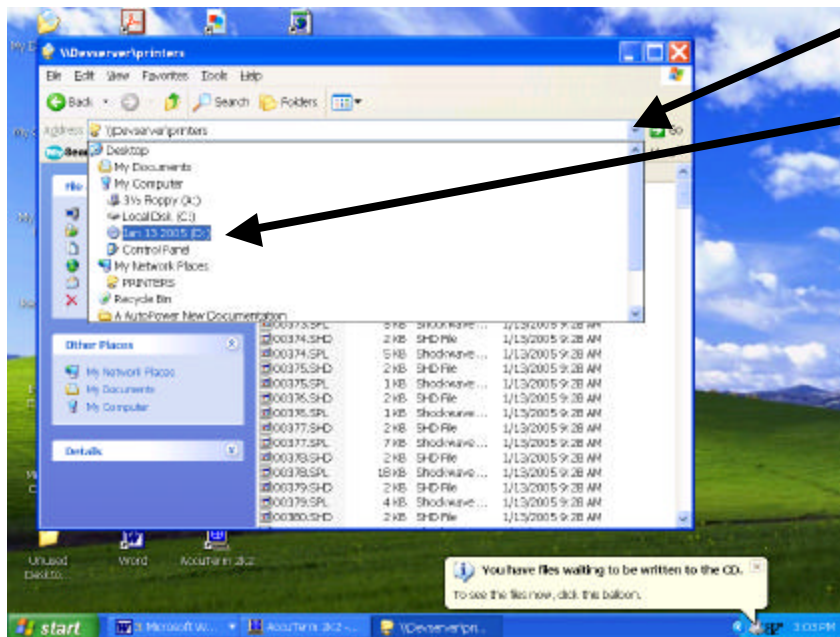
4. To copy these reports to the CD, you need to select them first. To select all of the reports click **Edit** on the Menu Bar and **Select All**.



Click on **Edit** again on the Menu Bar, click on **Copy**.

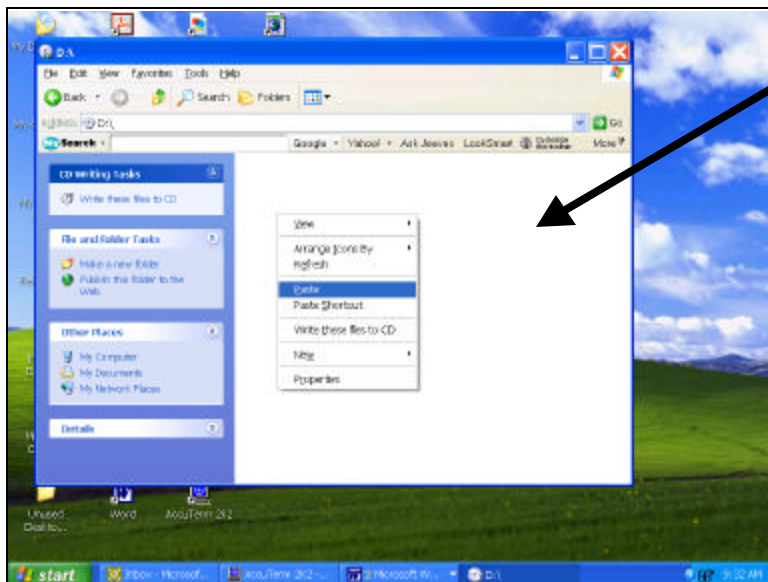


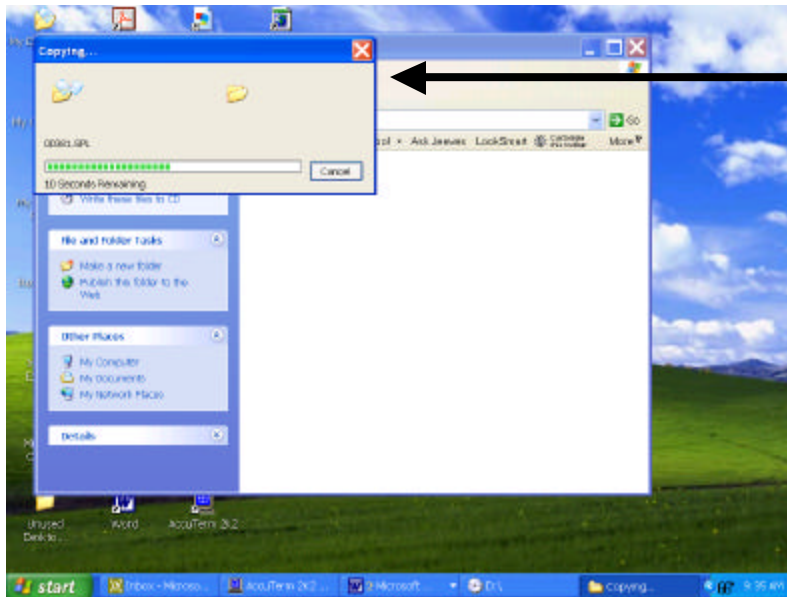
Then go to the down arrow as shown below on the address bar and click on your CD Drive.



Double click on your CD drive letter.

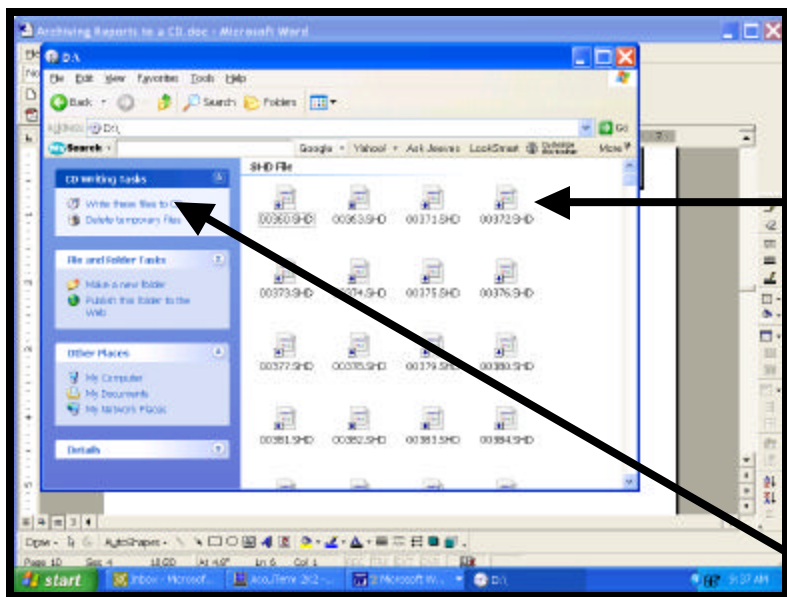
Then in the white space to the right, it doesn't matter where, **right click** and go down to **paste**.
Click on Paste.





You will see the print jobs being copied.

You will then see the print jobs display on the screen.



Notice the print jobs do not have a name. How do you know what these print jobs are?

We will now create a Table of Contents.

Click on Write these files to CD.

Click on Write these files to CD.

This will write the reports to the CD.

Now the reports have successfully been copied to a CD. As you notice that the names are stored on the CD are not descriptive of the data in the report. The steps below will walk you through creating a "Table of Contents" so you know the data each report number represents.

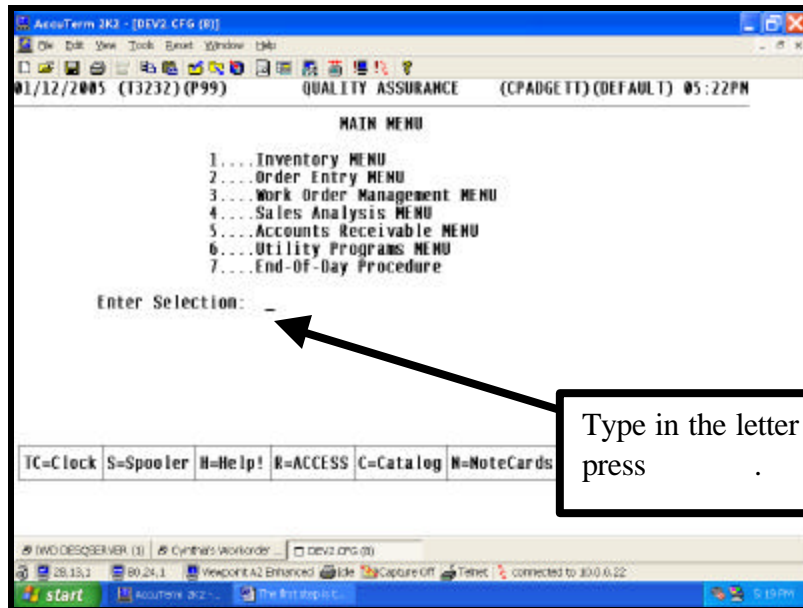
We are still at your PC Work Station.

The second step we will be doing will be to **Create a Table of Contents** for the information that we will be copying to the CD.

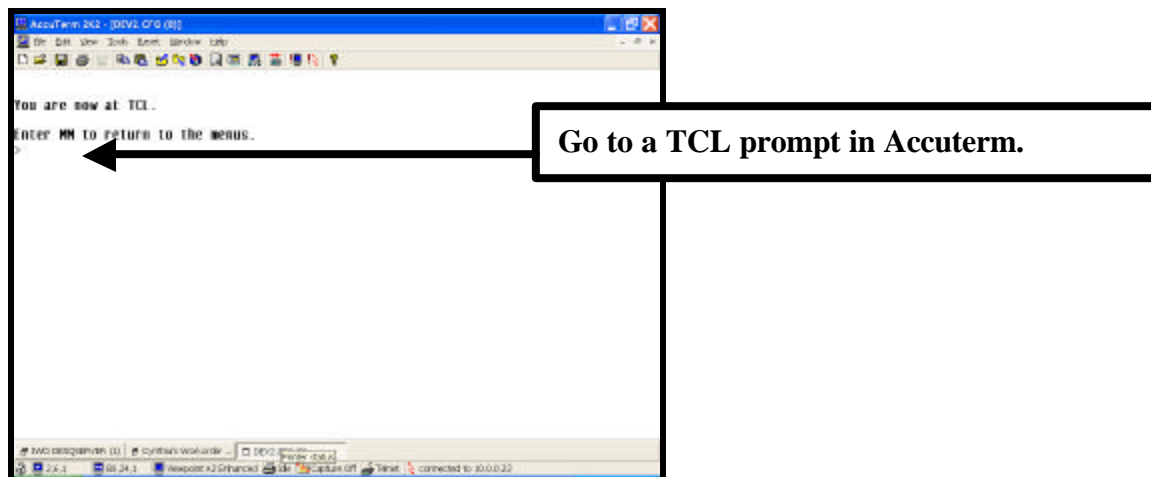
We will create this Table of Contents using Accuterm.

Logon to Accuterm.

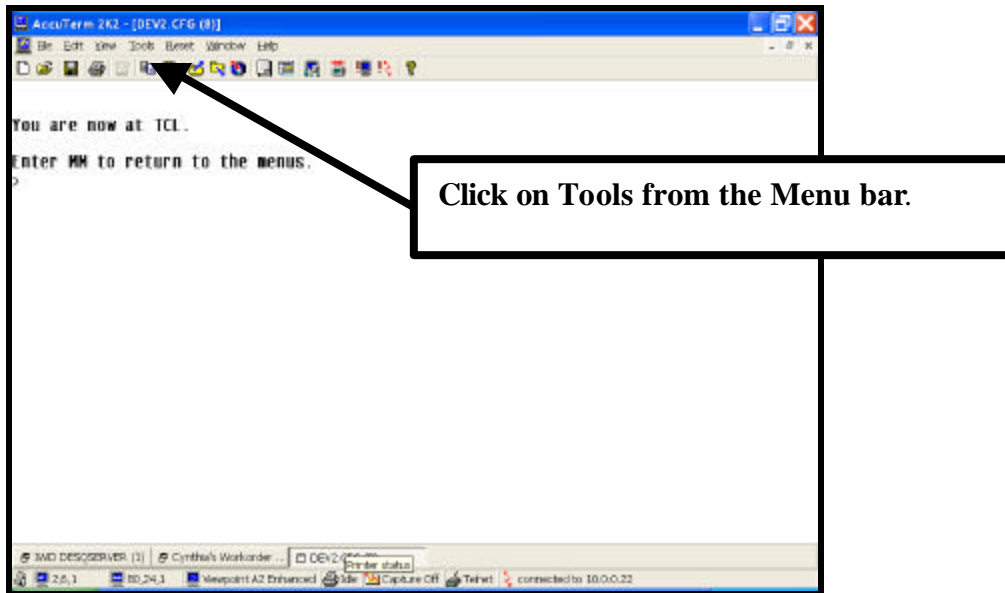
Logto AutoPower



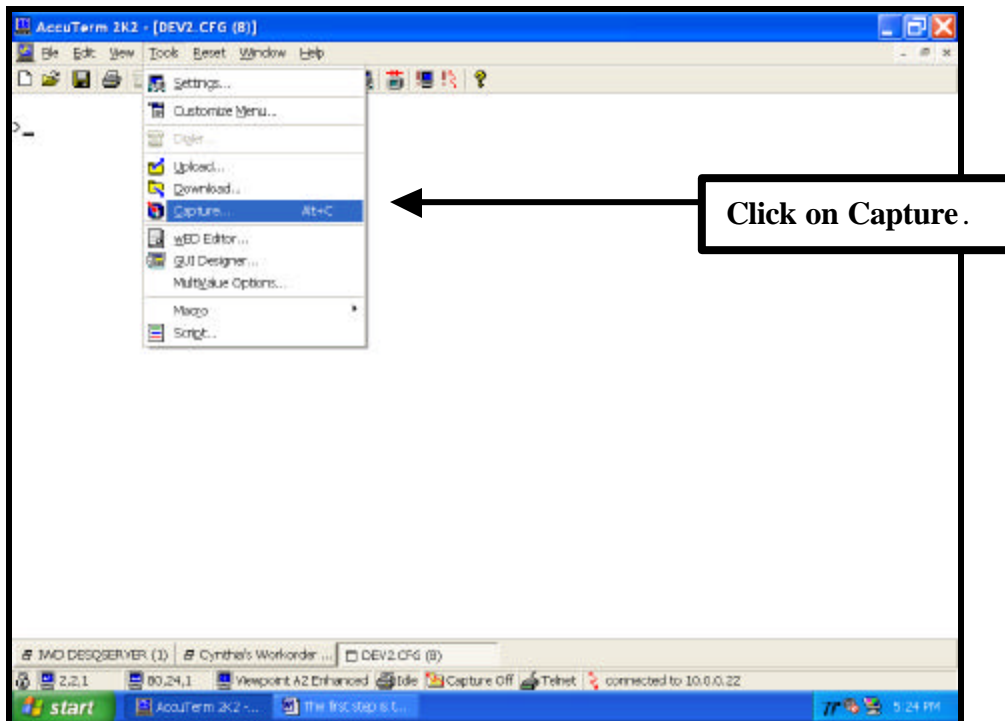
From the Main Menu **Type in the letter** and press . You will now be at the screen shown below. At a TCL prompt.



From this screen **click on the TOOLS** option from the menu bar.



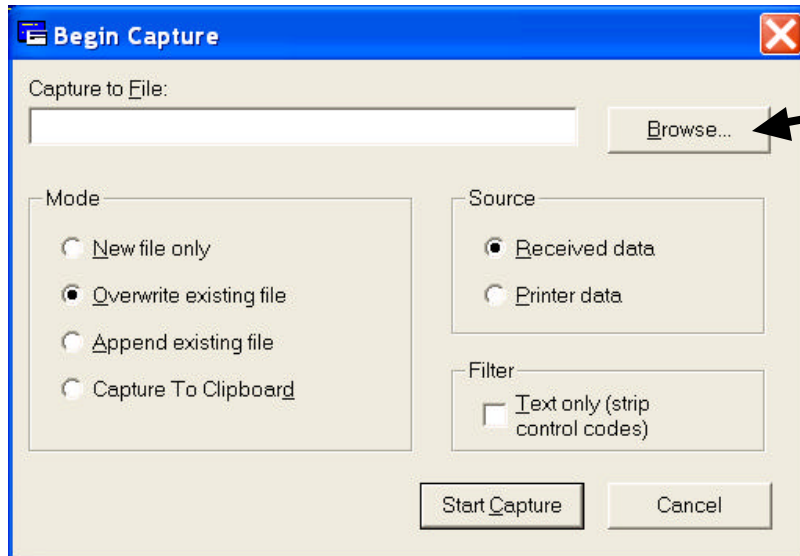
From the Tools drop down menu **Click on Capture**.



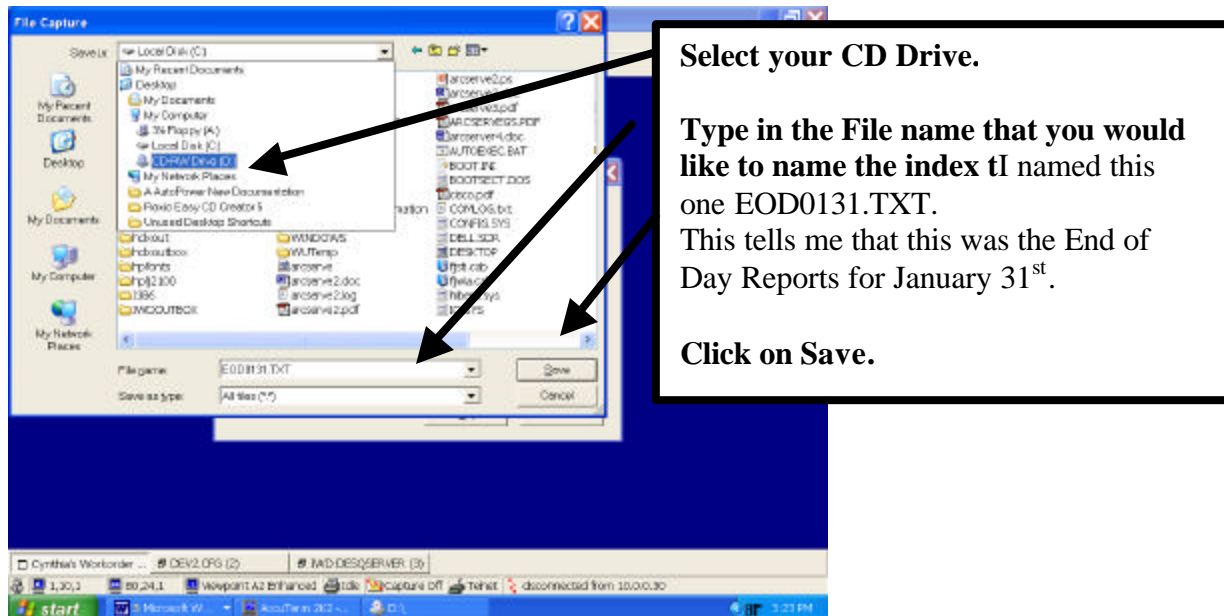
The screen below will display.

IGNORE WHAT MAY BE DISPLAYING IN THE “CAPTURE TO FILE” FIELD. (This field always retains the path where you saved your last capture)

CLICK ON BROWSE



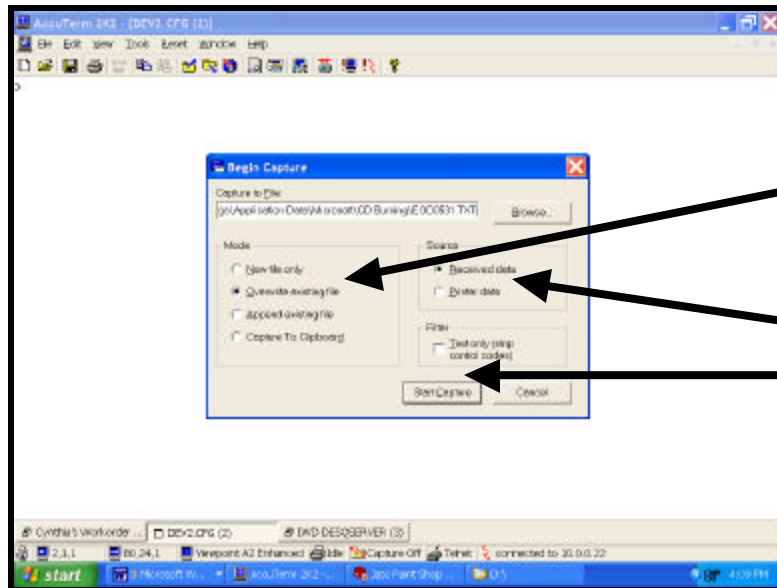
SELECT THE CD ROM DRIVE.



Type in the file name that you would like to name this index.

Click on Save.

You will be back at the capture screen in Accuterm.



Click on Overwrite Existing File

Click on Received Data Button

Click on Start Capture

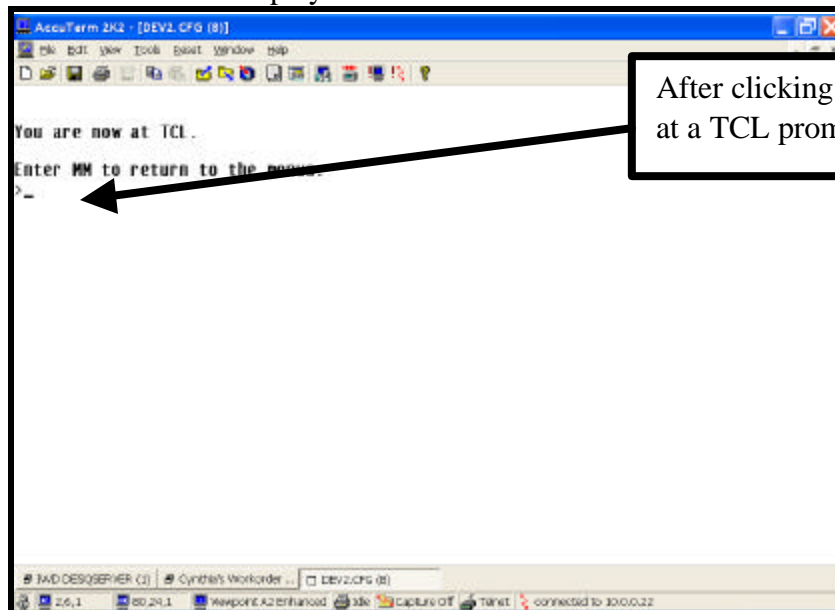
Click on the Overwrite Existing file button.

Click on the Received data button.

Click on Start Capture.

In Accuterm, You will be back at a TCL prompt >.

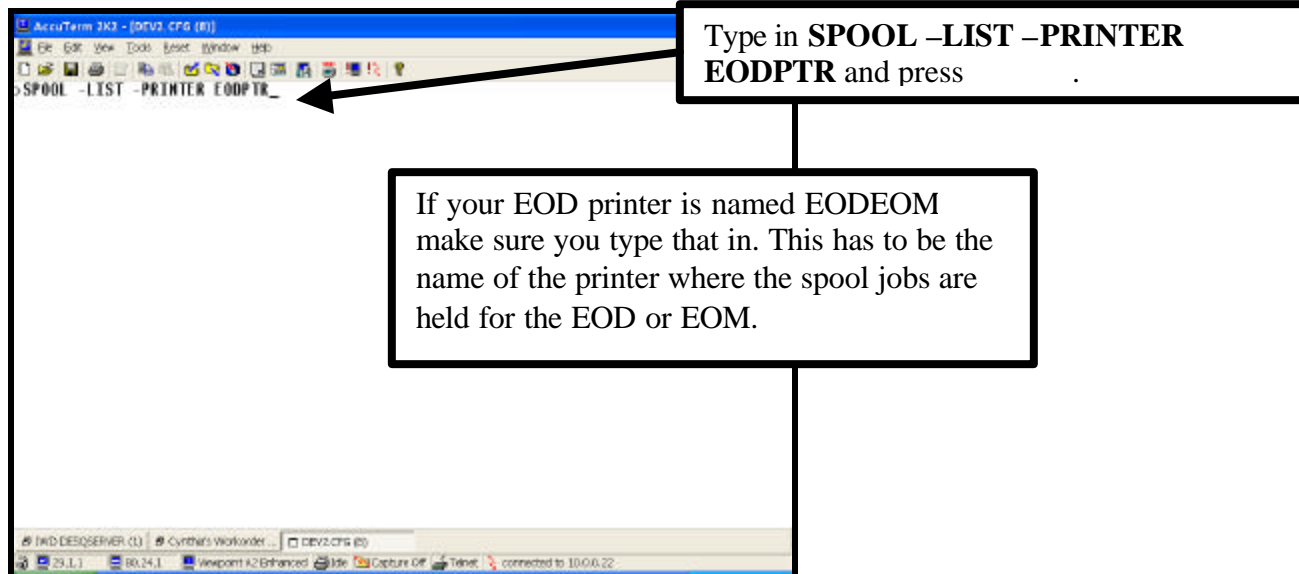
Your Screen will display as shown below.



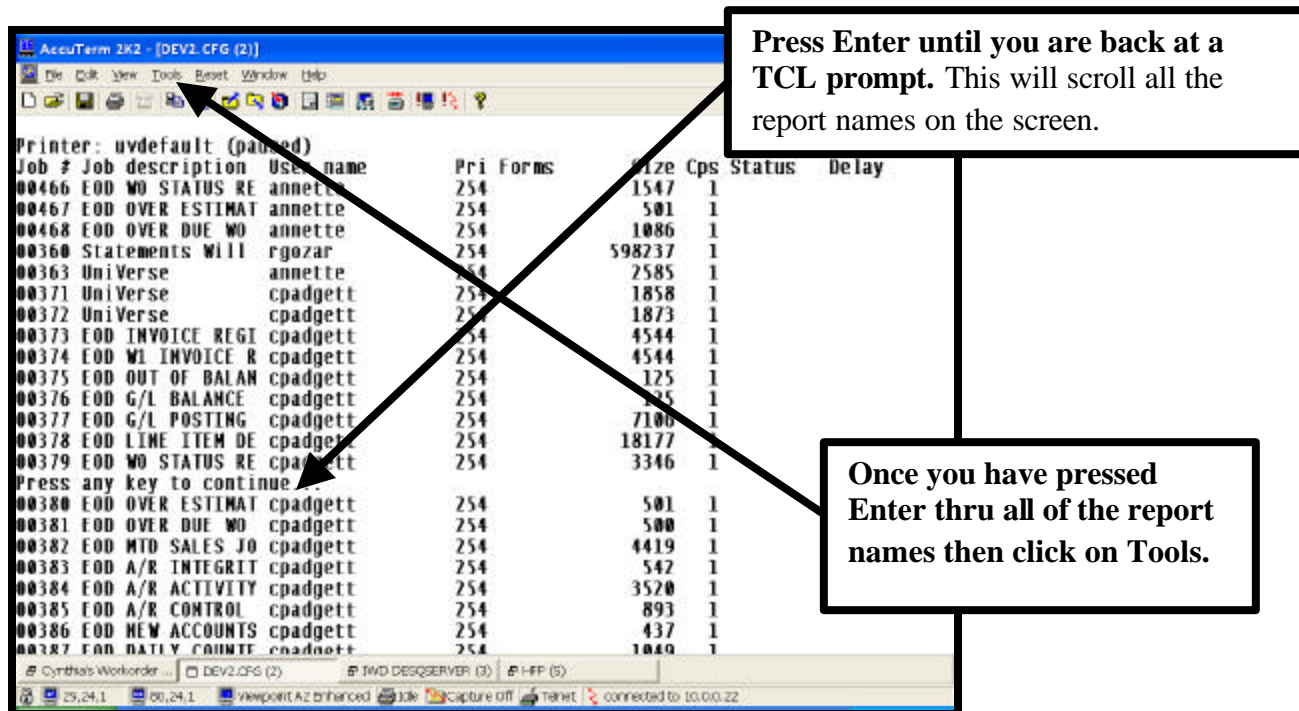
After clicking Start Capture you will be back at a TCL prompt in Accuterm.

Type in the following:

SPOOL -LIST -PRINTER EODPTR and press

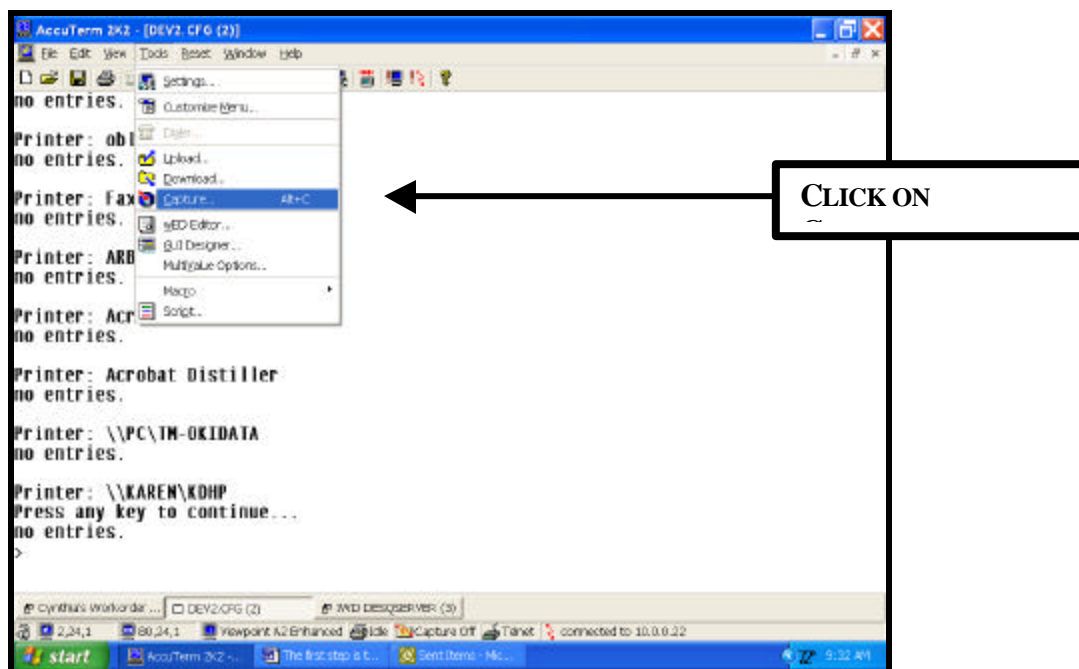


This command will display a list of the jobs that are in the spooler. Shown in the example below. Press the Enter key until you have went thru the complete list and you are back to another TCL prompt >.

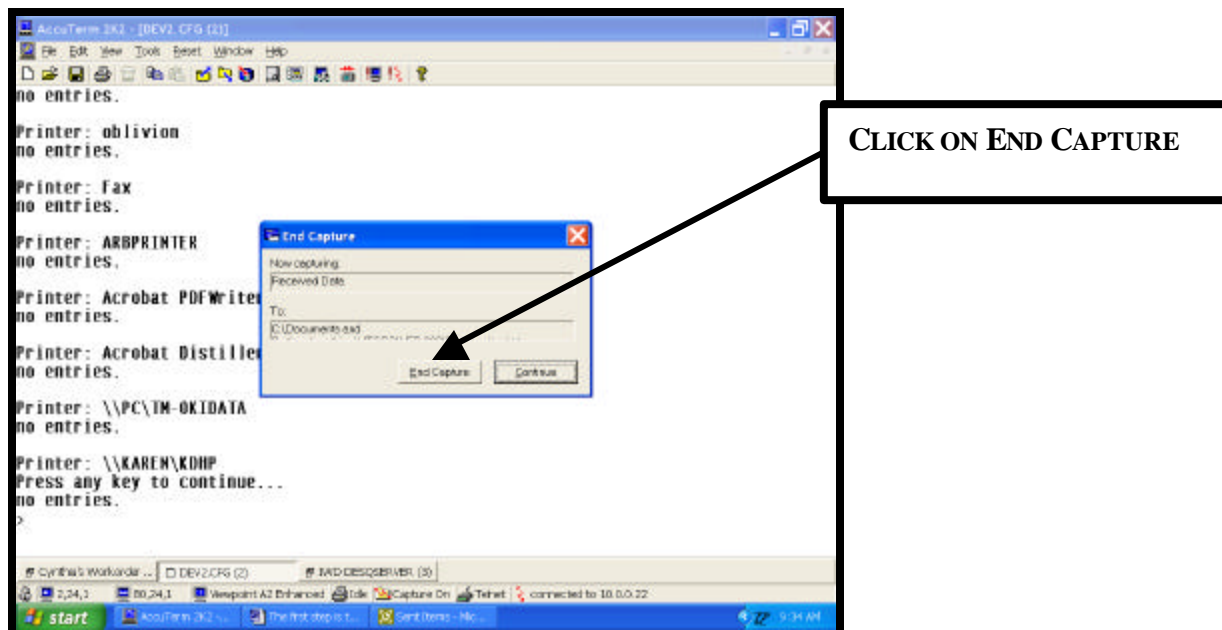


Once you have pressed > thru all of the reports and you are back to the TCL prompt, go back and click on the **Tools** option on the menu bar.

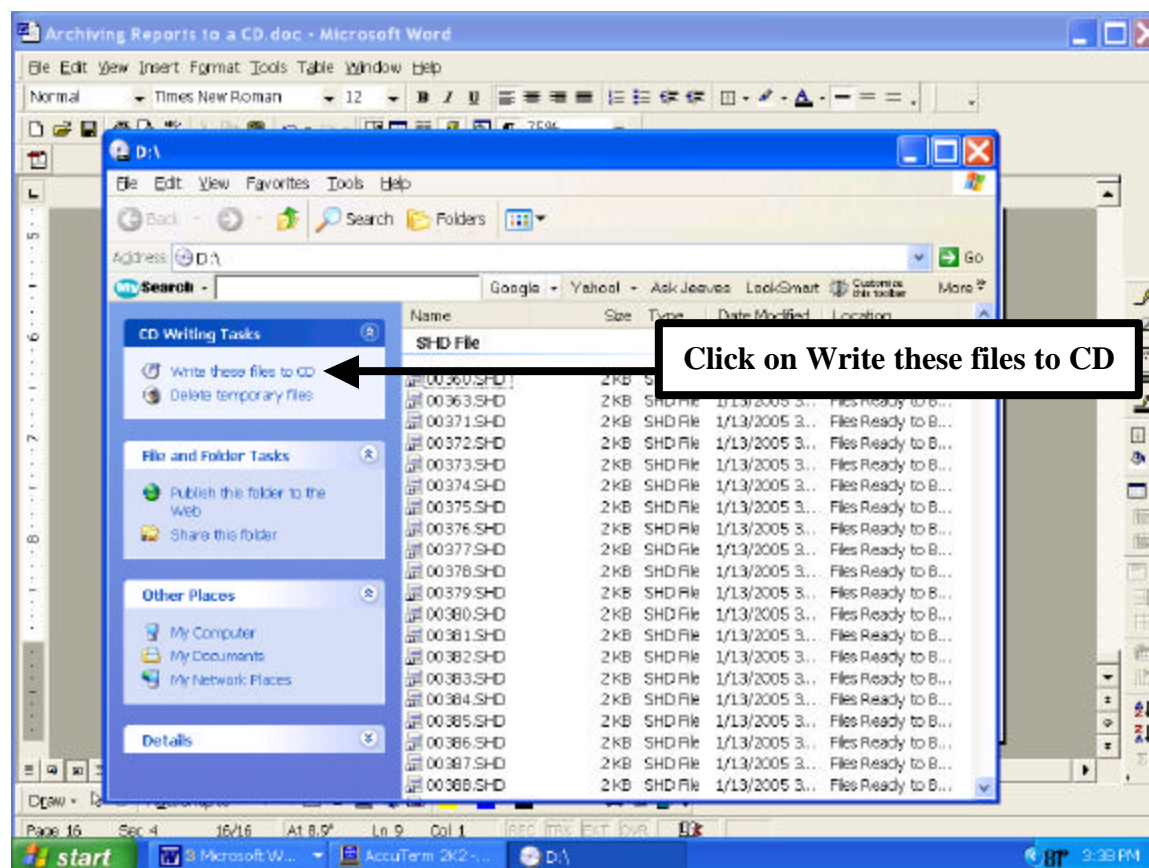
Then Click on Capture from the Tools drop down menu.



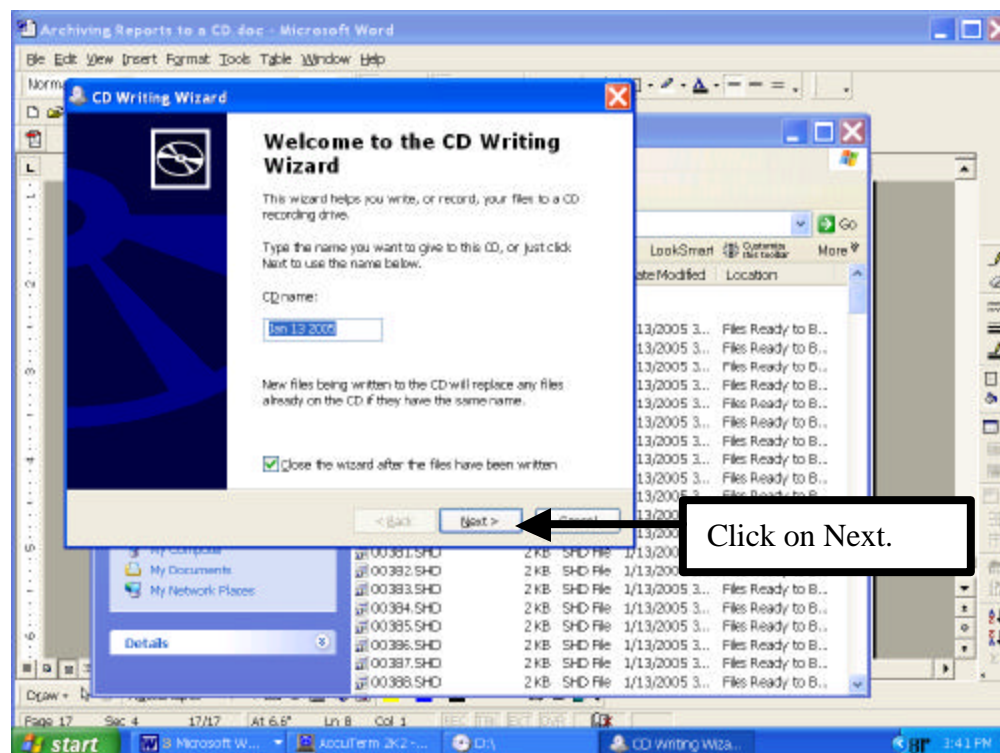
Click on END CAPTURE.



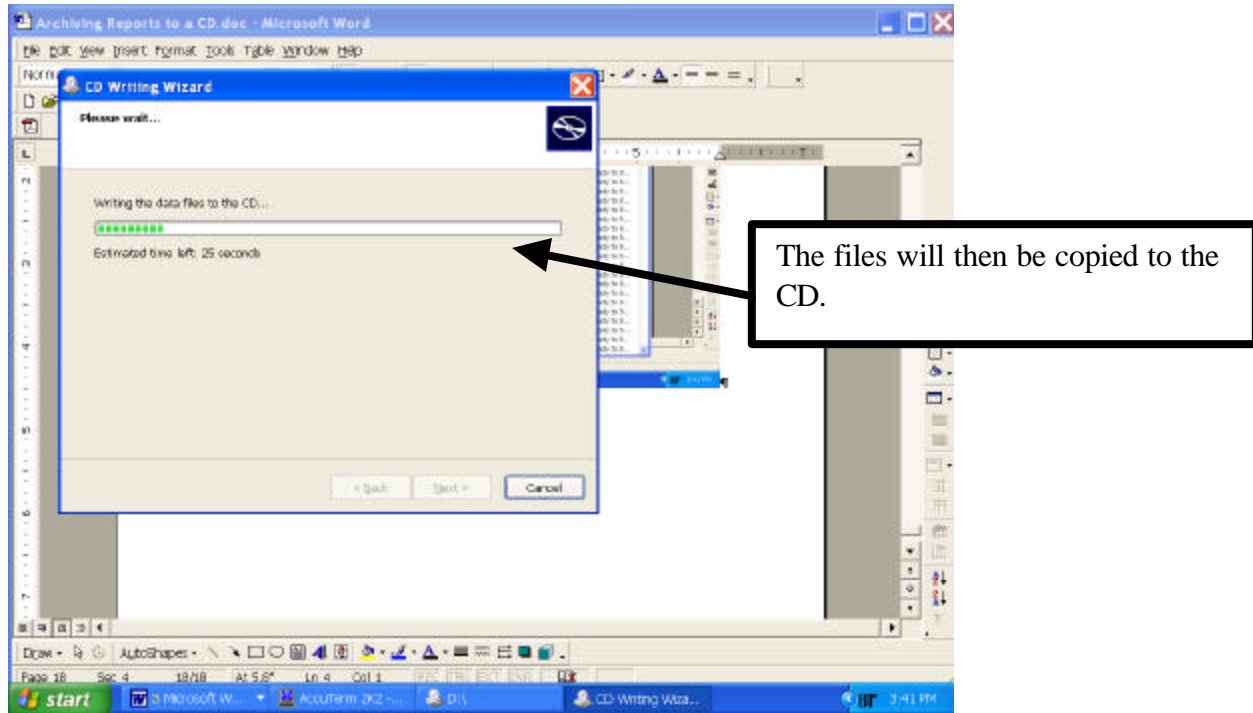
You will see a message at the bottom of the screen telling you that you have files waiting to be writing to a CD. The screen below will display.



Click on Write these files to CD.

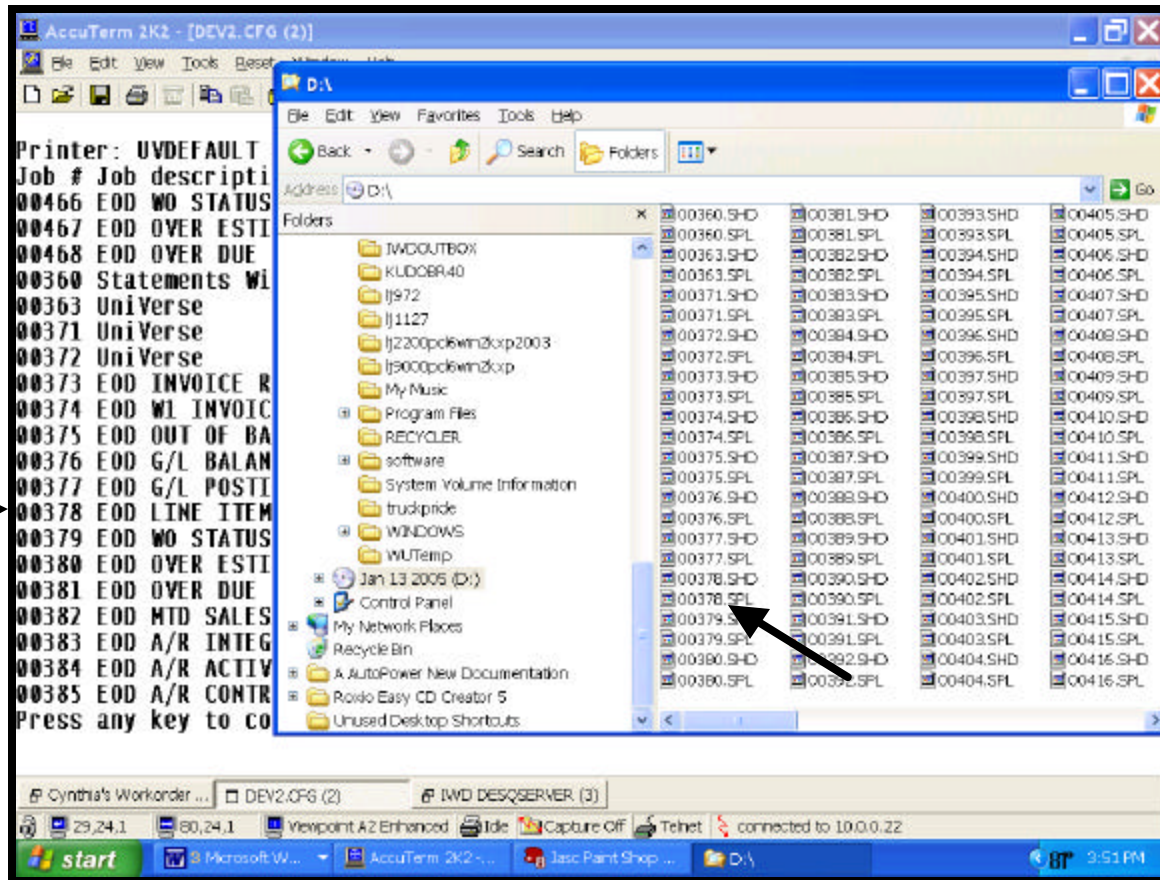


Click on Next.



The files will then copy to the CD.

**On this CD we will have the Table of Contents which list the name of the reports.
Also, we will have the reports copied to the CD.**



You will have copied both the .SPL and the .SHD files to the CD. One is the data and the other is the program.

As shown in the example above on the CD we have the print jobs. Then we have the table of contents to tell us what the job # is.

Example

After verifying that the jobs were indeed successfully saved to a CD or DVD it is recommended to delete the jobs in the printer spooler. This is only recommended once a month to clear the printer spooler after the jobs have been saved to a CD or DVD and been verified. This can be done by highlighting all jobs in the printer spooler and doing a right click and selecting delete.

You are finished.

If you are PC Savvy you can create a folder on the CD for each month and then put the reports in that month's folder.

If your print services should stop because of too many jobs in the spooler, you need to clean out your spooler after you have copied your jobs to a CD or to another folder.

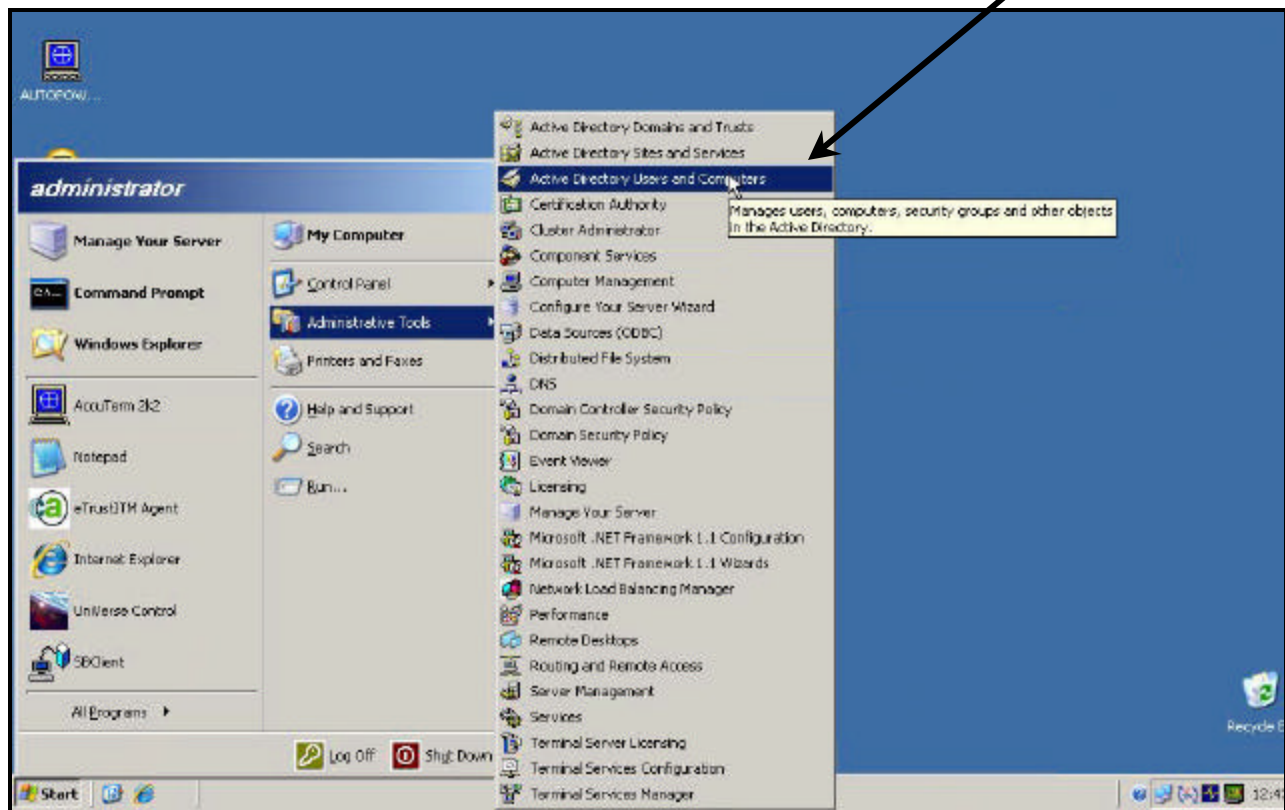
Click on Start → Settings → Control Panel → Administrative Tools → Services and right-click on Print Spool → Click Start, this will turn your print spooler services back on again.

HOW TO ADD A NEW USER ON THE WIN2003 OPERATING SYSTEM

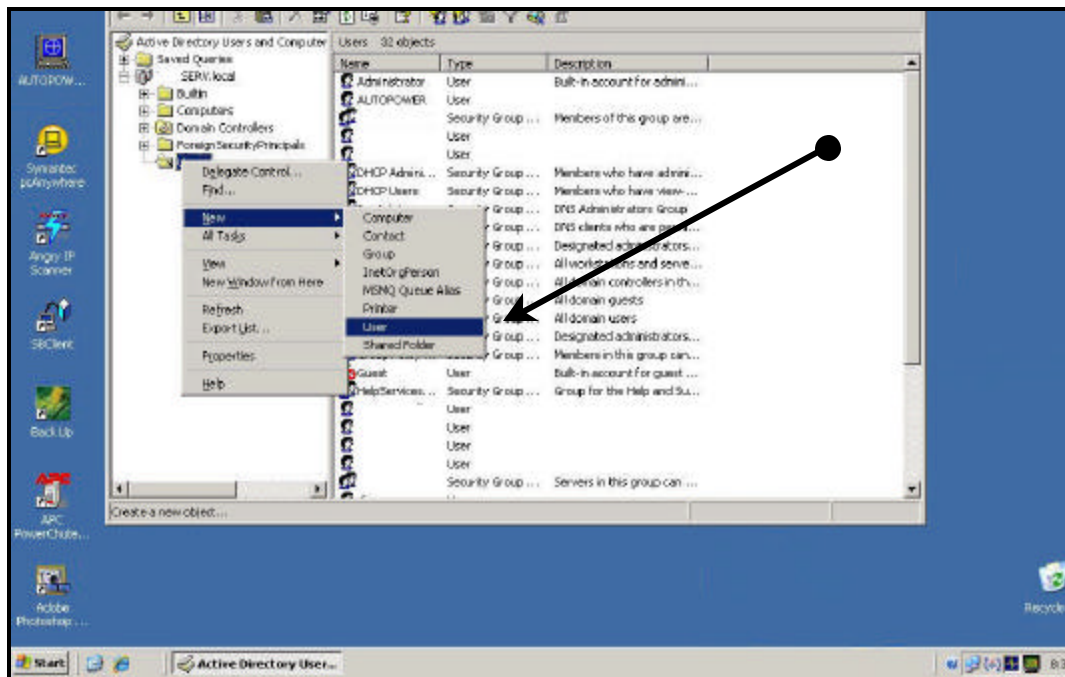
The process to add a New User on the Windows 2003 operating system is usually performed at the server console unless the user making the addition or change has administrator rights.

Using the Programs Menu:

Click Start, highlight "Administrative Tools" and double click "Active Directory Users and Computers".



➤ **Highlight the word NEW → Click on USER**



The following screen below will display.

Type in the user's First name, Last name. The Full name field will complete automatically.
Type in the logon name in the User logon name field. The @domain name will fill in automatically. The path will default to the correct path.

The screenshot shows the 'New Object - User' dialog box. At the top, it says 'Create in: WCFSESV.local/Users'. Below this are several input fields: 'First name:', 'Last name:', 'Full name:', 'User logon name:', and 'User logon name (pre-Windows 2000):'. The 'User logon name' field has a dropdown menu showing '@WCFSESV.local'. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'. Arrows point to the 'First name', 'Last name', and 'User logon name' fields.

After completing the user's information, **Click Next** to add the user's passwords in the following screen.

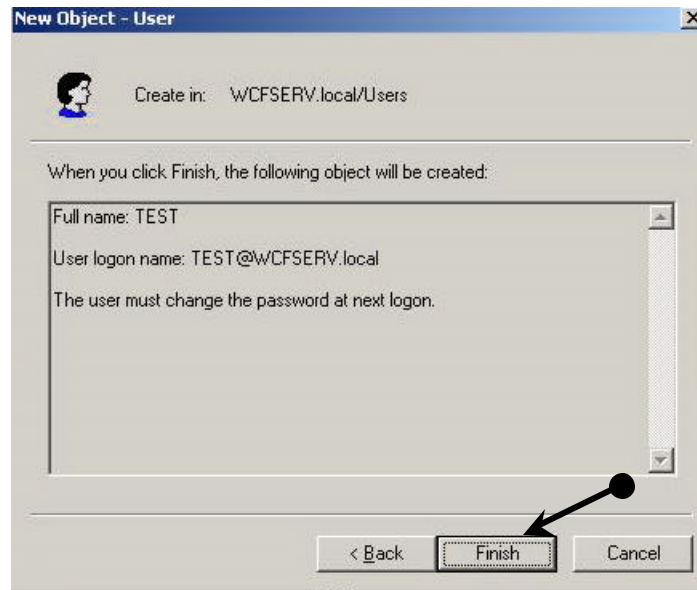
The screenshot shows the 'New Object - User' dialog box, now on the password setup screen. It has fields for 'Password:' and 'Confirm password:'. Below these are four checkboxes: 'User must change password at next logon', 'User cannot change password', 'Password never expires' (which is checked), and 'Account is disabled'. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'. Arrows point to the 'Password', 'Confirm password', and 'Next >' fields/buttons.

Type in the new user's password and then type it in again in the confirm password field.

Click on “Password never expires”.

Click Next.

In the next screen, you will see a summary of the user to be created.



Click Finish

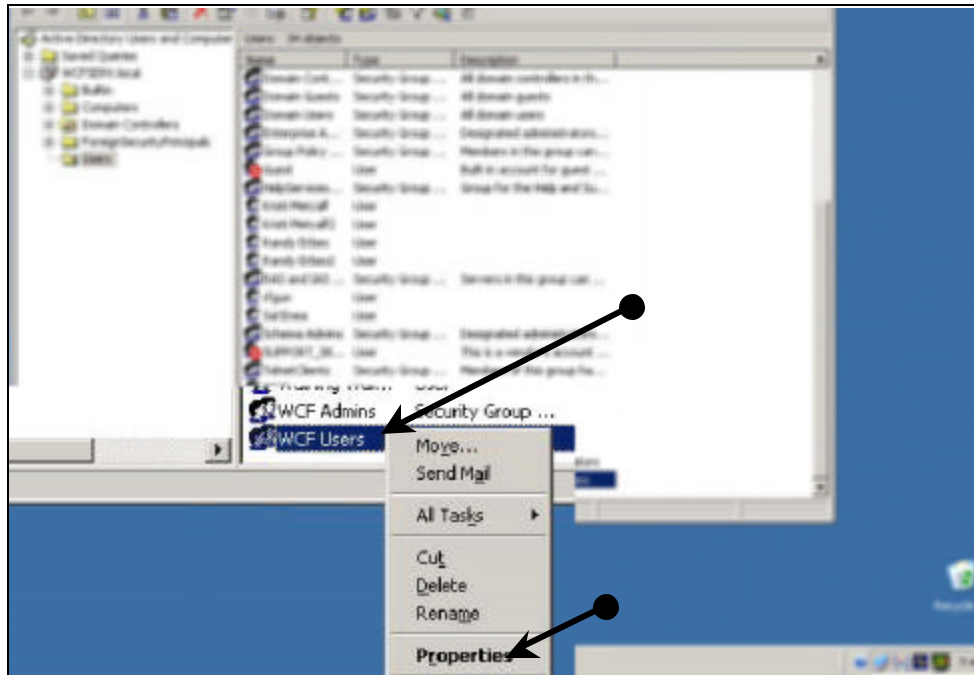
The next step is adding the user to their appropriate group. We set 2 groups, which are called Users group, and the other is the administrators group. The User's group would be for example, countermen and warehouse. The administrators group would be for administration personnel.

Once added to the users group (where most new users are added) you will be ready to set the user up in the AutoPower application.

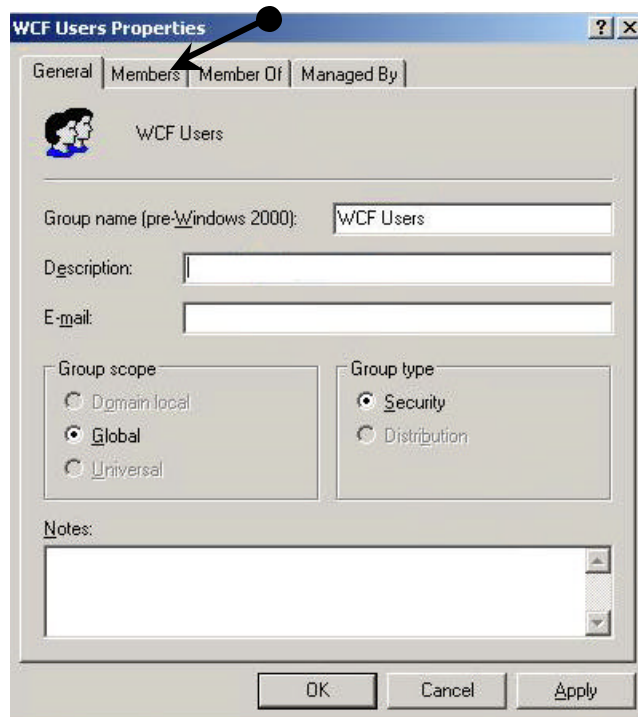
After you have created your first user on the system you can use the copy feature when creating a new user, which will duplicate the user rights & groups to the new user.

Now we need to add the user “TEST” to a users group.

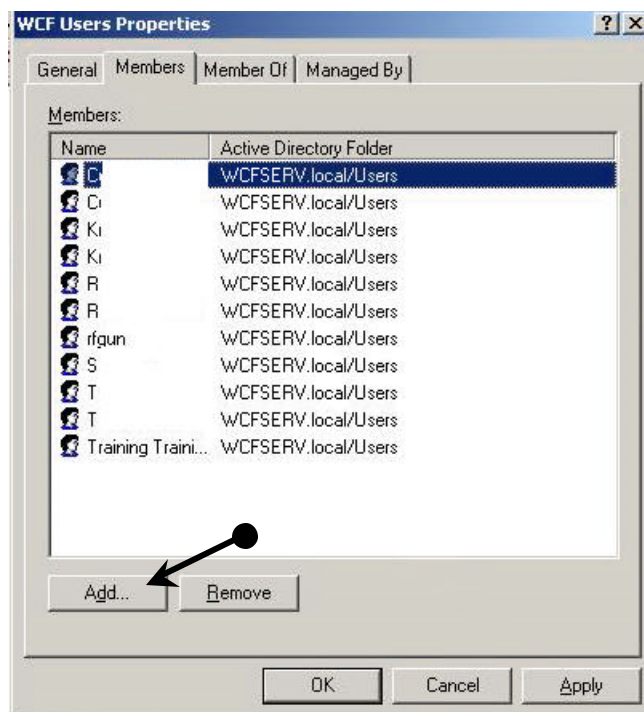
Right Click the group where this new user will be a member of.



Click Properties. The Users Properties screen below will display. The description will be completed automatically.

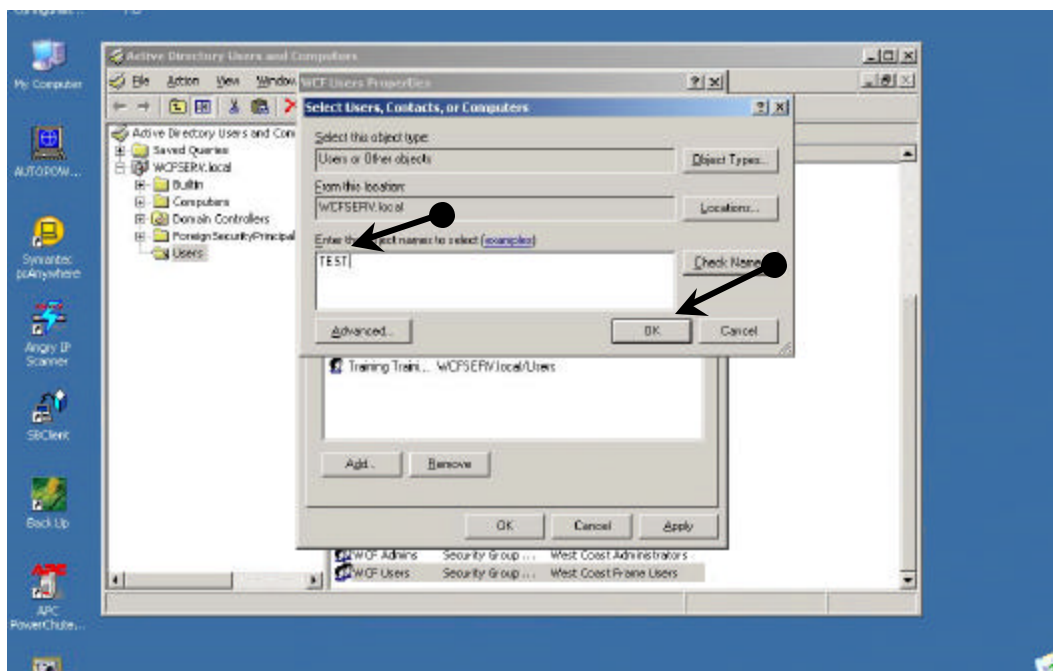


Click on the Members tab.



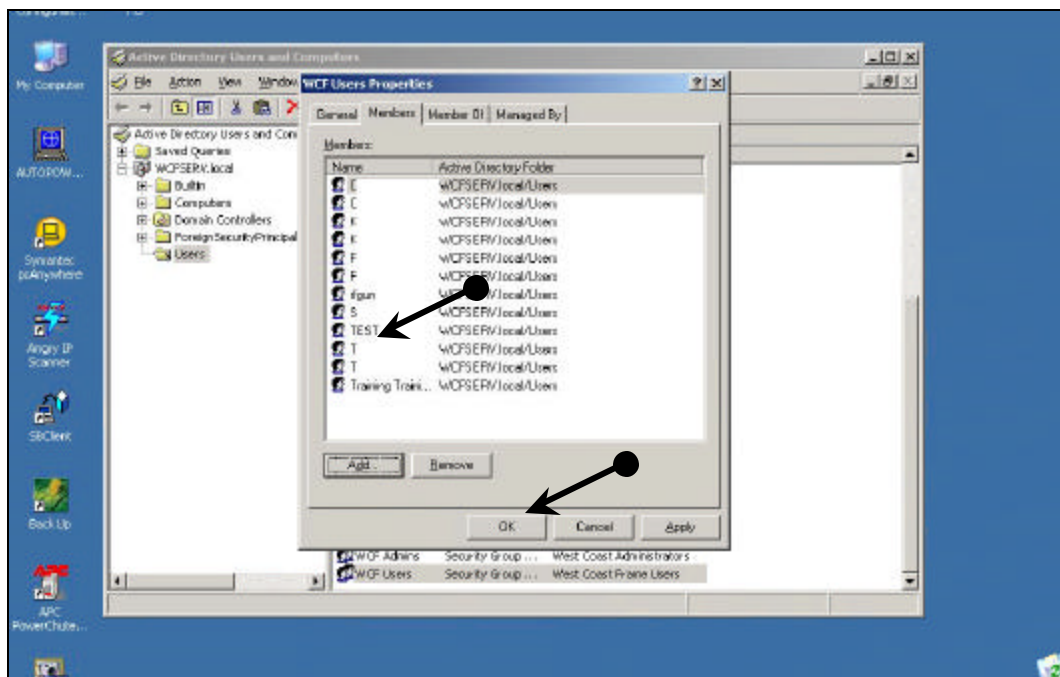
Click Add.

Type in the name of the new "User" that should be added to this group.



Click OK.

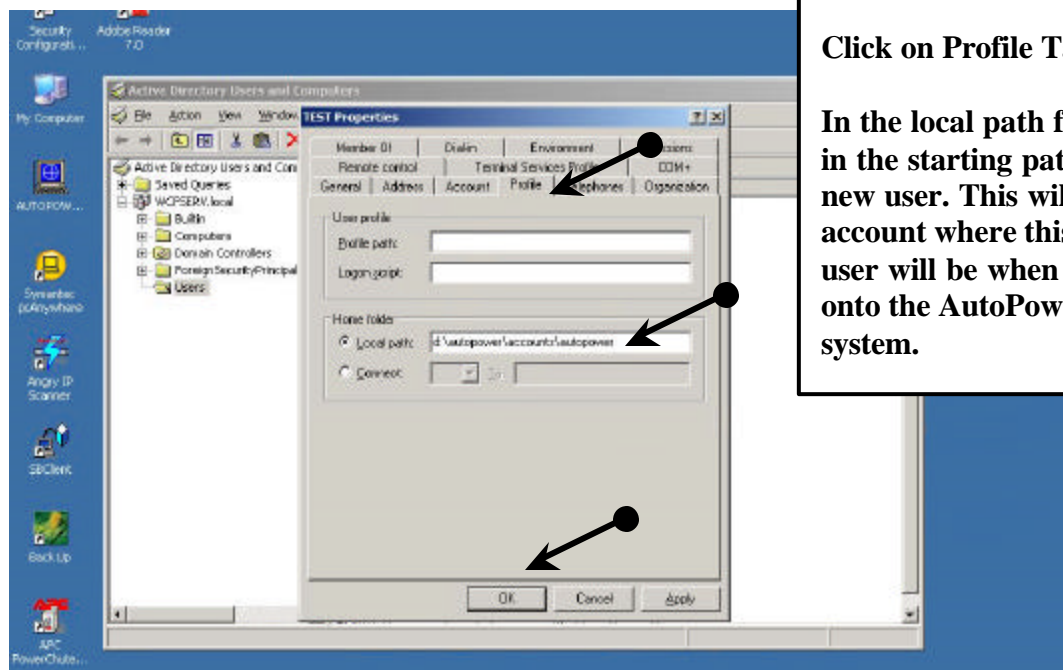
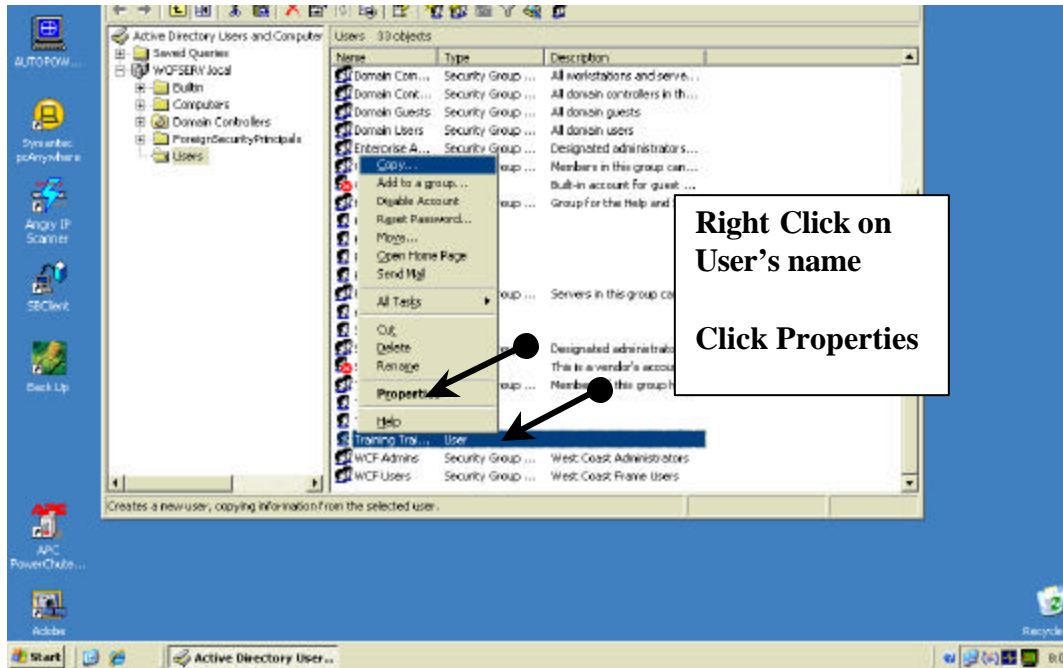
You will see your new user added to the group.



Click OK to exit this screen.

Add the local path for the user

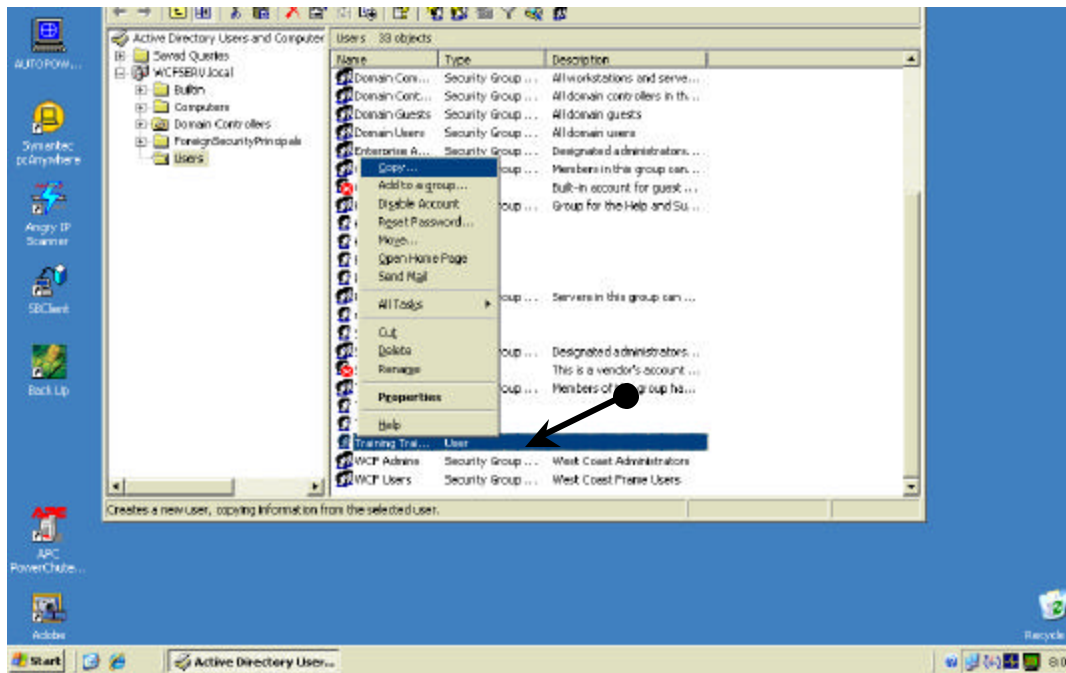
For each new user that you add to the network you will also need to add the “path” that the user will be using when they logon to the AutoPower system.



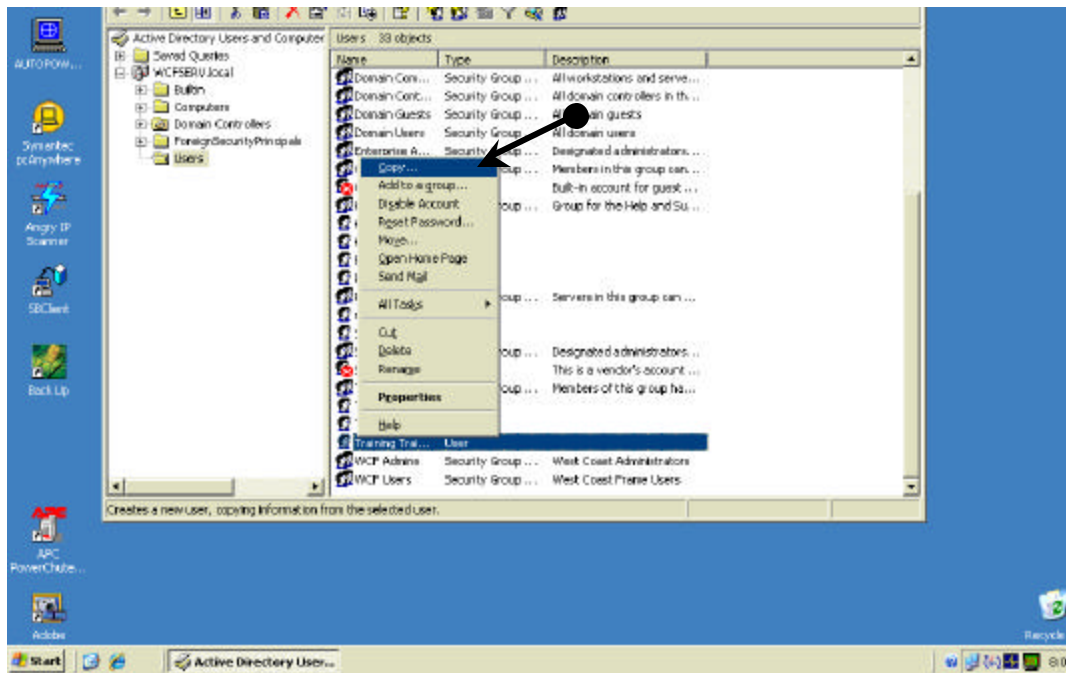
Click OK.

Create a new user using an existing user's setup.

Right Click an existing user's name.



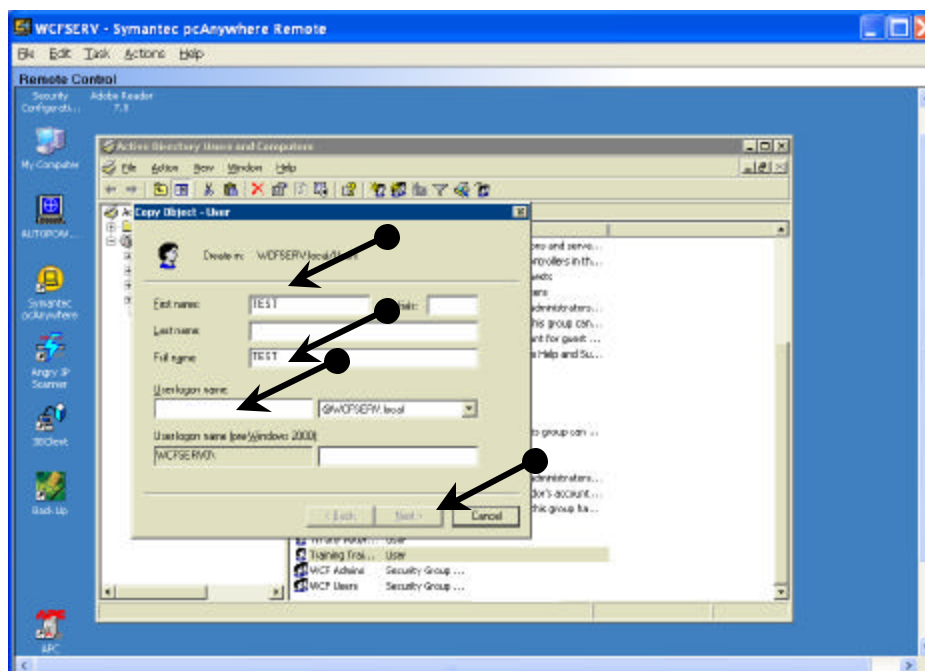
Click Copy.



How to Add a New User on the AutoPower System

The screen below will display.

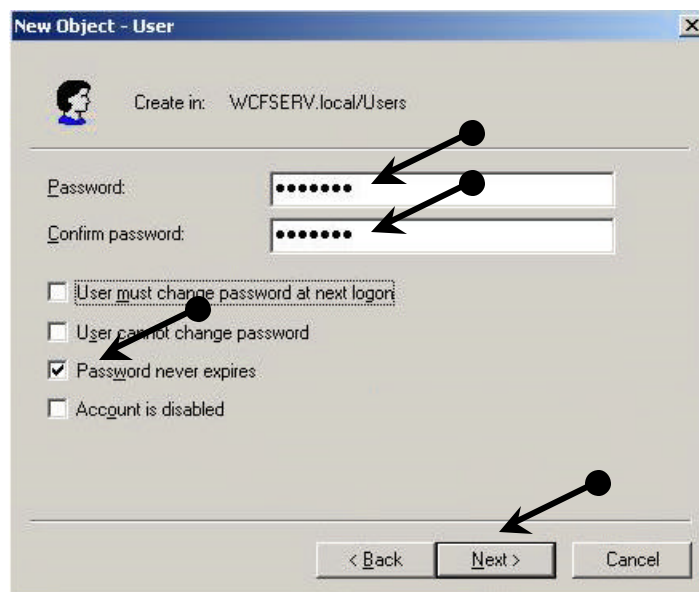
Complete the new user's information as shown.



Click Next.

Type in the new user password.

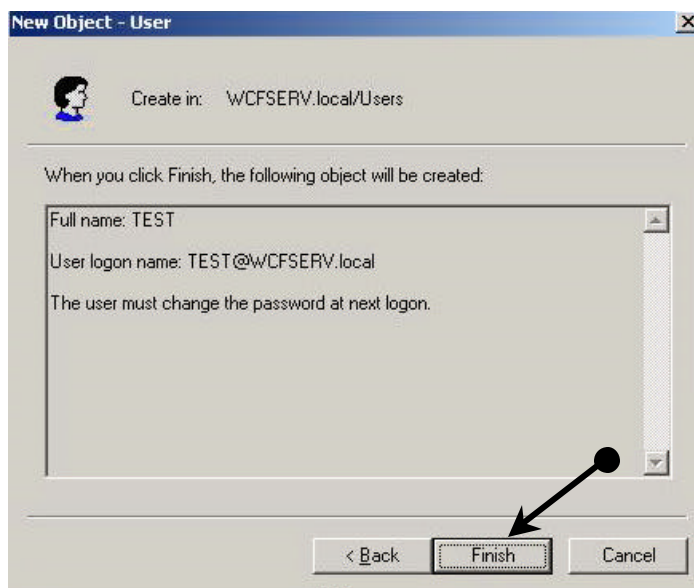
Type in the same password again in the Confirm Password field.



Click Next.

The following screen will display.

Click Finish.



HOW TO ADD A NEW USER ON THE 'AUTOPOWER' SYSTEM.

Setting up a new user in the AutoPower system requires the following:

1. A user is required to be setup on the Network side on the server prior to adding the user to the AutoPower System. (See previous page instruction: How to Add a New User on the Windows 2003)

This Is A Two-Step Process:

1. An Operator/Salesman Number must be setup.
2. A Login User F/M must be setup.

How to Setup the Operator/Salesman Number.

Logto the AutoPower System, at the Main Menu, go to Utilities Program MENU, and then go to the Operator/Salesperson F/M.

You may want to enter and review first an existing salesman/operator number, compatible to the new salesman number, so that the settings are the same.

SALESPERSON FILE MAINTENANCE AR-SFH

Salesman Number: _

1) Name.....:

2) File Maintenance Password.....:

3) Credit Hold Release Password.....:

4) Price Change Authorization Password:

5) Shop Cost per Hour.....:

6) Shop Billing Rate per Hour.....:

7) Location (W1, W2, etc).....:

8) Timeclock Password.....:

9) Employee Payroll Number.....:

Enter the salesman number

How to Add a New User on the AutoPower System

Salesman Number: Enter a new salesman number

1) Name.....: Enter the salespersons full name.

2) File Maintenance Password.....: If this salesman is authorized to make file maintenance changes enter a password here. If not leave blank.

3) Credit Hold Release Password.....: If this salesman is authorized to release credit holds on customer accounts enter a password here. If not leave blank.

4) Price Change Authorization Password:: If the salesman is authorized to change prices enter a password here. If not leave blank.

Option 5 & 6, if the company is setup for vehicle repair/shop program then the following would need to be filled in. If not leave blank and continue to option 7.

5) Shop Cost per Hour.....: Enter the shop person wage per hour.

6) Shop Billing Rate per Hour.....: Enter the shop person billing rate per hour.

7) Location (W1, W2, etc).....: What warehouse location is this operator/salesman in. You must enter something here.

8) Time clock Password.....: If the time clock software in AutoPower is being utilized a password is required to be entered here.

9) Employee Payroll Number.....: This field is an **informational** entry. Enter the Salesman payroll number. Leave blank if the Payroll Module is not being utilized.

HOW TO SETUP A LOGIN USER

Logto the AutoPower System, at the Main Menu, go to Utilities Program MENU, and then go to the Login User Name F/M.

TIP: Compare an existing Salesman/Operator number to the new salesman number, so that the settings are the same.

The screenshot shows a terminal window titled "11-09-2006 (Port=1840) OPERATOR FILE MAINTENANCE IN-OPFM". The main area is labeled "LOGIN ID.....:" followed by a list of 24 settings arranged in two columns. The settings are: 1. Operator Number, 2. Printer Group, 3. Start Menu, 4. Spooler Access, 5. File Maintenance, 6. Credit Memo's, 7. Release Credit Holds, 8. Time Clock Manager, 9. Stock Adj. Locations, 10. Inventory Locations, 11. Department Number, 12. ARBy Access, 13. Language Preference, 14. TCL OK?, 15. Credit Hold Que, 16. Menu Profile, 17. Allowed to see cost?, 18. DESQTOP user name, 19. Cust F/M Priv Lvl, 20. Scroll Alert BAMS, 21. Sales History 0/E, 22. Collection Notes, 23. Remote Login?, and 24. AutoCat Style. At the bottom, there is a prompt "Enter the User's Login Id" and a row of function key definitions: F1=Help, F2=FFwd, F3=Bckup, F4=Erase.

LOGIN ID.....:	
1. Operator Number.....:	19. Cust F/M Priv Lvl:
2. Printer Group.....:	20. Scroll Alert BAMS:
3. Start Menu.....:	21. Sales History 0/E:
4. Spooler Access.....:	22. Collection Notes..:
5. File Maintenance.....:	23. Remote Login?.....:
6. Credit Memo's.....:	24. AutoCat Style.....:
7. Release Credit Holds..:	
8. Time Clock Manager....:	
9. Stock Adj. Locations...:	
10. Inventory Locations...:	
11. Department Number....:	
12. ARBy Access.....:	
13. Language Preference...:	
14. TCL OK?.....:	
15. Credit Hold Que.....:	
16. Menu Profile.....:	
17. Allowed to see cost?..:	
18. DESQTOP user name....:	

Enter the User's Login Id
F1=Help F2=FFwd F3=Bckup F4=Erase

- Operator Number:** Enter the User's operator number.
- Printer Group:** Enter the printer group that this operator will be defaulting to.
- Start Menu:** Enter the Start Menu. Enter the highest starting menu for this user.
- Spooler Access:** Should this User have access to the Spooler? Y/N?
- File Maintenance:** Is this operator allowed to perform file maintenance?
- Credit Memo's:** Is this operator allowed to enter credit memos?
- Release Credit Holds:** Is this operator allowed to release credit holds?
- Time Clock Manager:** Enter "N", "YN" or "YY" for timeclock access / editing. Enter N if this user does not have timeclock access. Enter "YN" if the user has timeclock access but he cannot edit the timeclock entries. Enter "YY" if the user can access the timeclock menu and edit the timeclock entries.
- Stock Adj. Locations:** Enter allowable stock adjust locations, separated by commas, or ALL.
- Inventory Locations:** Enter this operator's default inventory location.
- Department Number:** Enter this operator's default department or '?' for choices.

How to Setup a Login User

Arby Access: Is this operator allowed to use ARBy?

Language Preference: Enter the operator's language preference - EN or FR. If this field is left blank, the language preference will be English.

TCL OK? Is TCL OK for this user?

Credit Hold Que: What is the operator's credit hold queue?

Menu Profile: What is this operator's menu profile?

Allowed to see cost? Y/N Is this operator allowed to view cost?

Cust F/M Priv Lvl: Enter User's F/M Privilege Level (1,2,3) (Not active)

Scroll Alert BAMs: Y/N Will the Business Event Alert Messages scroll below Menu display? (This option needs special programming for it to become active.)

Sales History O/E: Y/N Display customer sales history during OE process?

11/30/06 407-695-7300 Order Entry No: WL*1121							
Ship To: AUTOPOWER QA CUSTOMER #5 525 TECHNOLOGY PARK 100 STE 109 LAKE MARY, FL 32746		Bill To: Last Sale: 12-30-05 Qty: 2 Price: 25.00 Sls Cost: 5.45					
Terms: N-NET 10TH		TAXABLE		BACKORDERS OK		PO NO:	

ETM	Part Number	DPT	AVL	ORD	SHP	B/O	Core	Price	Extension
1	ATF 123000							0.00	

11/30/06 407-695-7300 Order Entry No: WL*1121								
Ship To: AUTOPOWER QA CUSTOMER #5 525 TECHNOLOGY PARK STE 109 LAKE MARY, FL 32746								
Bill To: Last Sale: 12-30-05 Qty: 2 Price: 25.00 Sls Cost: 5.45								
Terms: N-NET 10TH	TAXABLE							
BACKORDERS OK PO NO:								
Order	Invoice	Qty	Unit	Price	Ext	Core	Sls	St
632	177	12/30/05	2	A	25.00	0	0	0
629	176	12/30/05	1	A	37.00	0.00	0	0
628	175	12/30/05	1	A	9.99	0	0	0

Press ENTER to continue: _

Collection Notes: Y/N Access customer's collection notes? (Access Collection notes from OE)

Remote Login?.....: Y/N Is this a remote login user? (Some of our customers have their customers logging into their system via remote access, example Autoconnect, to check pricing and availability). If this operator that is being created will have access to their system, enter "Y".

AutoCat Style.....: 1 AutoCat menu style (1=Wrenthead, 2=Triad).

PROPER COMPUTER ROOM ENVIRONMENT

The Computer operates best in a controlled environment

Environment

The computer room should be:

Cool

Temperature should be maintained between 50 and 75 degrees, with the best range between 68 and 72 degrees.

Keep the computer away from direct sunlight or heat.

The computer must be well ventilated, and air must flow freely through the vents in the front and back of the unit.

Dry

Humidity should be between 40 and 60 percent.

Clean

The room should be dust free and as clean as possible. If your operation creates dust or other particles, choose a location away from the source of dust.

Location

Locate your computer and system console on a sturdy and vibration-free desk or table. The computer may be placed upright on the floor next to a desk or table.

Failure to keep a cool, clean and safe environment for your computer system may cause periodic failures resulting in loss of data, and loss of processing time. In extreme cases, you could jeopardize your maintenance agreements.

Computer Equipment Peripherals

Terminals and PC/Thin Client Monitors

Terminals and Monitors should also be placed in a cool, dry, and clean location, and be well ventilated.

You may want to purchase keyboard covers. These keyboard covers allow the use of the keyboard through the cover, but protect the circuits from dirt and dust.

Never place anything on top of a terminal or monitor, or restrict the air into the air vents in any fashion. The life of your terminals, monitors and PC's will be reduced if the unit experiences excessive heat over a period of time.

Printers

Printers need to be kept cool, dry and clean. Over time, paper dust will accumulate inside a printer. Periodically, clean the dust out of your printers. Refer to the printer installation manuals for specifics on your printer.

LIGHTS ON THE FRONT OF THE SERVER

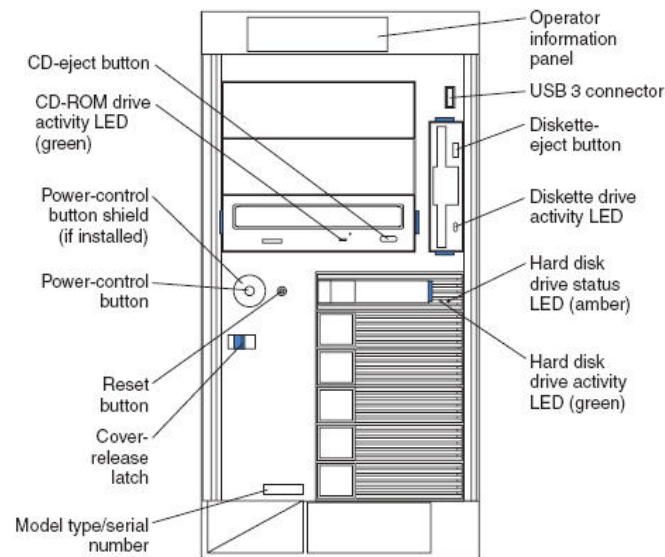
The lights on the front of the server are indicator lights about the hardware status of your system.

If you should see an amber light on the front of the server this is an indication that something is failing on the system. You should contact the system administrator so that they can inspect the Light Path Diagnostic panel. The component with the failure will be lit with an amber light.

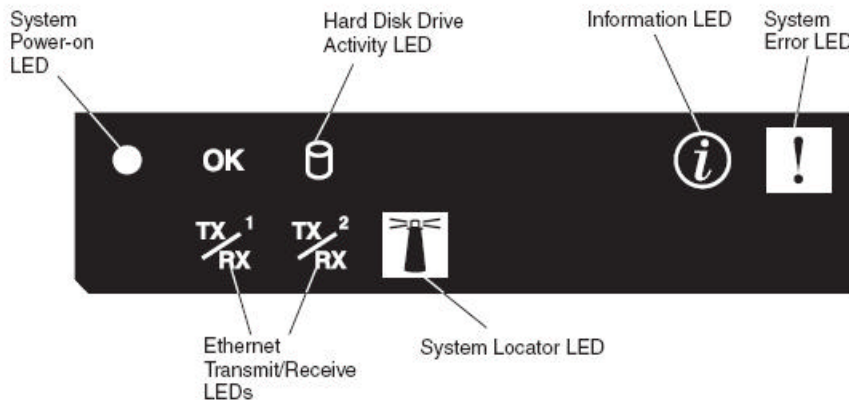
Front view

The following illustration shows the controls, LEDs, and connectors on the front of the server.

Note: The front bezel door is not shown so that the drive bays are visible.



Operator information panel: This panel contains LEDs. The following illustration shows the LEDs on the operator information panel.



The following LEDs are on the operator information panel:

System power-on LED: When this LED is lit and not flashing, it indicates that the server is turned on. When this LED is flashing, it indicates that the server is turned off and still connected to an ac power source. When this LED is off, it indicates that ac power is not present, or the power supply or the LED itself has failed. A power LED is also on the rear of the server.

OK LED: This green LED is lit only when the Front Panel LED test is performed by the Enhanced Diagnostics.

Hard disk drive activity LED: When this green LED is flashing rapidly it indicates that there is activity on a hard disk drive.

System-information LED: When this amber LED is on, the server power supplies are non-redundant, or some other non-critical event has occurred. The event is recorded in the error log. Check the light path diagnostic panel for more information.

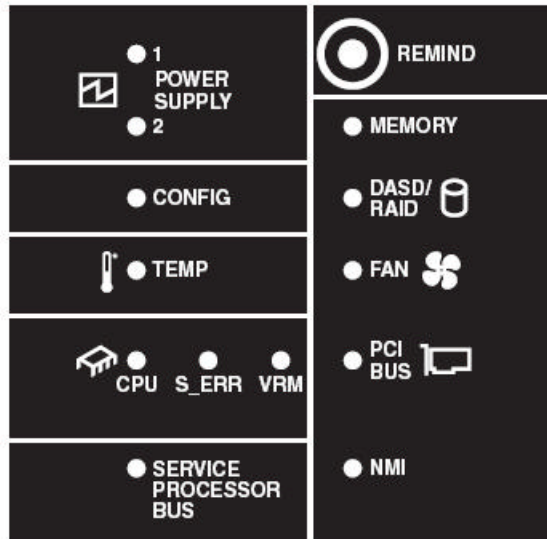
System-error LED: When this amber LED is lit it indicates that a system error has occurred. Use the diagnostic LED panel and the system service label on the inside of the left-side cover to further isolate the error.

System locator LED: Use this LED to visually locate the server among other servers. You can use IBM Director to light this LED remotely.

Ethernet transmit/receive activity LED (Tx/Rx 1 or Tx/Rx 2): When these two green LEDs are lit they indicate that there is activity between the server and the network.

What component failures can the Light Path Diagnostic detect?

On the left side of the computer you will see the diagnostic panel below.



Diagnostics panel lit LED

NMI (non-maskable interrupt occurred)

S_ERR (soft error)

TEMP (temperature exceeded a threshold level) **Note:** The FAN LED might also be lit. **Make sure that all fans are operating correctly.**

FAN (a fan failed or is operating slowly) **Note:** The TEMP LED might also be lit.

MEM (memory failure (LED next to the failing DIMM is on)

CPU (microprocessor failure (LED next to the failing microprocessor is on)

PCI (PCI error; LED on system board at failing adapter will also be lit)

VRM (VRM or integrated VRD failed (LED next to the failing VRM is on)

DASD /RAID (hard disk drive failure (check drive LED) or RAID failure (check LEDs) **Note:** This LED will also be lit when a hard disk drive is removed from the server.

1. **Be sure the fans are operating correctly and the airflow is good so that the drive is not overheating.**

SERVICE PROCESSOR BUS (service processor error)

EVENT LOG (system warning has occurred)

CPU/VRM mismatch (microprocessor does not match VRM or VRD)

The Operating System does not need to be functional for the Light Path Diagnostics to function.

Blue Remind Button

You can use the Remind button to place the front panel system-error light into a Remind mode. By pressing the button, you acknowledge the failure but indicate that you will not take immediate action. (Not recommended) If a new failure occurs, the LED will turn on again.

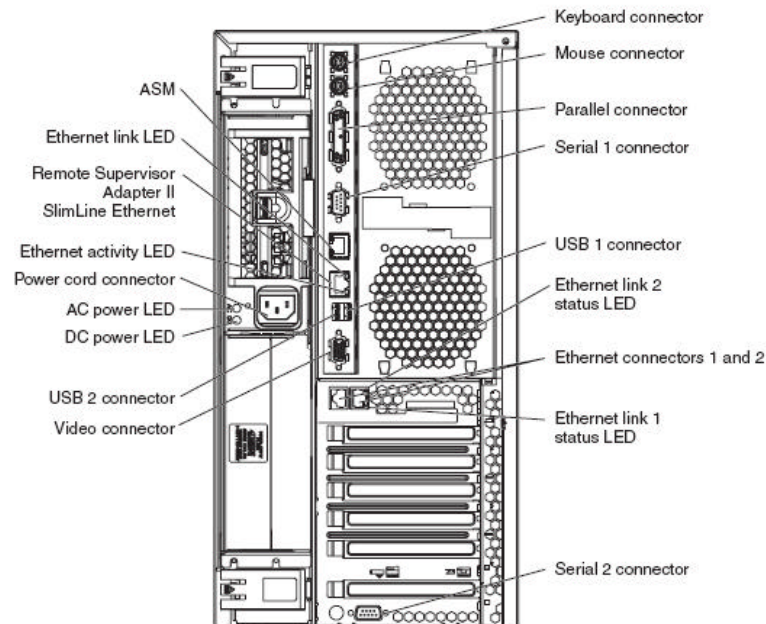
In the Remind mode, the system-error light flashes every 2 seconds. The system-error light remains in Remind mode until one of the following situations occur:

- All known problems are resolved
- The system is restarted
- A new problem occurs

You can use the Remind button to delay server maintenance until a later time. Also, resetting the system-error light enables the LED to react to another error. If the LED is still solid from the first error, it will mask additional errors.

Rear view

The following illustration shows the connectors and LEDs on the rear of the server.



Your system may be different because it was custom ordered.

HOW TO LOGOFF A USER IN UNIVERSE

From time to time you might need to log someone off of the system. Sometimes employees do not exit correctly out of a program, which leaves their Universe license in an active status, and they find that they cannot log back on because all of the licenses in Universe are in use. You might see the message “Universe License limit has been reached”.

>Type in the letter “T” at any AutoPower Menu

You will now be at a TCL prompt. >

Type in the word LISTU to see who is logged onto the system.

>LISTU

<u>uid</u>	<u>User No</u>	<u>User Name</u>	<u>Terminal No</u>	<u>Login Time</u>
0	1276	NT AUTHORITY\system	uvdlock:1276	May 7 18:03
197615	1340	ABCSERVER\hollis	telnet:1340	May 15 05:23
197615	1500	ABCSERVER\hollis	telnet:1500	May 15 05:58
0	1836	ABCSERVER\autopower	phantom:1836	May 8 13:52
197616	1984	ABCSERVER\wmiller	telnet:1984	May 15 06:03
197616	1752	ABCSERVER\wmiller	telnet:1752	May 15 06:14

If would like to see what program the user is running prior to logging them off, you can type in **PORT.STATUS** at the TCL prompt.

>PORT.STATUS and press ENTER

>**MASTER OFF user#** for documentation purpose use user #1500 or **LO user#** command

(EXAMPLE)

>MASTER OFF 1500 or LO 1500

>LISTU

<u>uid</u>	<u>User No</u>	<u>User Name</u>	<u>Terminal No</u>	<u>Login Time</u>
0	1276	NT AUTHORITY\system	uvdlock:1276	May 7 18:03
197615	1340	ABCSERVER\hollis	telnet:1340	May 15 05:23

*	0 1836	ABCSERVER\AUTOPOWER	PHANTOM:1836	MAY 8 13:52
197616	1984	ABCSERVER\wmiller	telnet:1984	May 15 06:03
197616	1752	ABCSERVER\wmiller	telnet:1752	May 15 06:14

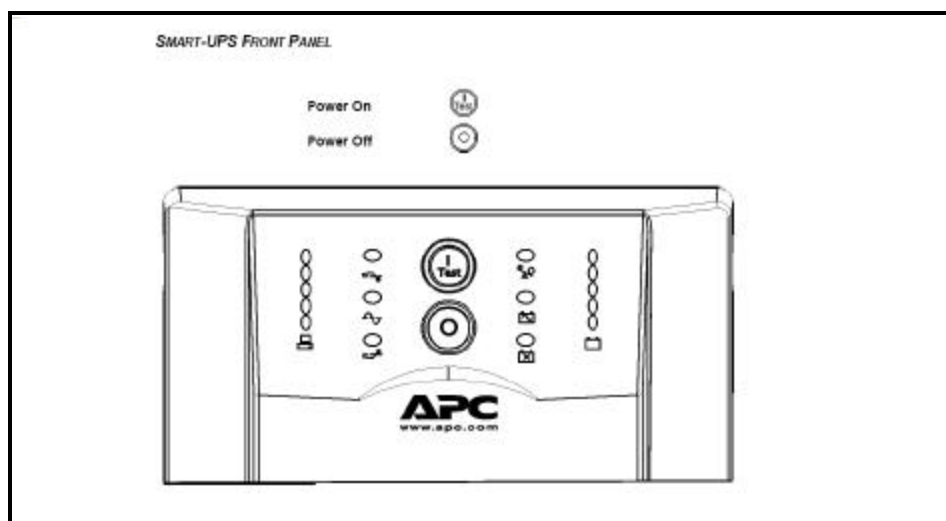
USER 1500 IS NO LONGER LOGGED ON

***REMEMBER:** PHANTOM PORT FOR (NT ABCSERVER\autopower phantom:####) SHOULD NOT BE LOGGED OFF.

SMART UPS – 1500VA









The Smart UPS – 1500VA is the current Un-interrupted Power Supply that is the most common UPS that is purchased with your AutoPower system. The front panel of the UPS will look like the diagram below.



The descriptions of the lights are as follows.

Load		Battery Charge	
120V	230V/100V	120V	230V/100V
0.84%	0.64%	0.96%	0.96%
0.67%	0.67%	0.72%	0.72%
0.60%	0.50%	0.48%	0.48%
0.33%	0.33%	0.24%	0.24%
0.16%	0.16%	0.0%	0.0%
Load		Battery Charge	
<p>Online The online LED illuminates when the UPS is supplying utility power to the connected equipment. If the LED is not lit, the UPS is either not turned ON, or is supplying battery power.</p> <p>AVR Trim This LED illuminates to indicate the UPS is compensating for a high utility voltage.</p>			

AVR Boost 	This LED illuminates to indicate the UPS is compensating for a low utility voltage.
On Battery 	When the <i>on battery power</i> LED is lit the UPS is supplying battery power to the connected equipment. When on battery, the UPS sounds an alarm—four beeps every 30 seconds.
Overload 	The LED illuminates and the UPS emits a sustained alarm tone when an overload condition occurs.
Replace Battery 	Failure of a battery self-test causes the UPS to emit short beeps for one minute and the <i>replace battery</i> LED illuminates. Refer to <i>Troubleshooting</i> in this manual.
Battery Disconnected 	The <i>replace battery</i> LED flashes and short beep is emitted every two seconds to indicate the battery is disconnected.
Automatic Self-Test	<p>The UPS performs a self-test automatically when turned on, and every two weeks thereafter (by default).</p> <p>During the self-test, the UPS briefly operates the connected equipment on battery.</p> <p>If the UPS fails the self-test, the <i>replace battery</i> LED  lights and immediately returns to online operation. The connected equipment is not affected by a failed test. Recharge the battery for 24 hours and perform another self-test. If it fails, the battery must be replaced.</p>

You can perform a manual Self-Test by pressing and holding the Test button for a few seconds to initiate the self-test.

If the utility power fails, the Smart-UPS switches to battery operation automatically. While running on battery, an alarm beeps four times every 30 seconds.

Press the Test button (front panel) to silence the UPS alarm for the current alarm only. If the utility power does not return, the UPS continues to supply power to the connected equipment until the battery is exhausted.

If you should have a power failure, you should be prepared to shutdown before the UPS turns off. If you are using the Power Chute software it will perform an orderly shutdown if you are not available to shutdown the system during a power failure. The shutdown time is approximately 6-8 minutes. This time is a setting in the PowerChute software. The AutoPower programmer installs the UPS hardware and the PowerChute software. Please read the user's manual that is provided with your hardware so that you are familiar with the UPS and it's diagnostic features. You can also get more information by accessing www.apc.com/support and enter your product number 990-1062A.

